



Volunteer Program Handbook

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WELCOME

Welcome to the Hawaiian Humane Society (Hawaiian Humane) team. We are excited for you to join our Ohana. We hope that you will find your experience with us life changing, rewarding and fun! Our success depends on the individual talents and collaboration of each of us, staff members and volunteers alike.

This handbook provides guidelines to cover your relationship with Hawaiian Humane. It has been developed to acquaint you with our policies and expectations as they pertain to you as a volunteer. This handbook is not a contract and is not intended to alter your volunteer at-will status. As an "at-will" volunteer, you or Hawaiian Humane may end the relationship at any time, with or without prior notice, and for any reason.

We may add, modify, suspend or terminate any or all policies or procedures described in this handbook at any time, with or without notice.

This handbook supersedes all previous handbooks, as well as all prior policies, notices, letters, memoranda, or communications on the same subject matter.

Please take the time to read the handbook carefully. If you have questions or need clarification on any of this information, please feel free to discuss with the Manager of Volunteer Services.

History

The Hawaiian Humane Society was organized in 1883. In 1897, Helen Kinau Wilder was given the authority to enforce animal cruelty laws. She was appointed a special constable by the Marshall of the Republic of Hawaii. She and her friends pooled their resources to pay a salary to hire Chang Apana, our first officer to investigate animal crimes, who inspired author Earl der Biggers' popular Charlie Chan series of detective novels. Our welfare efforts aimed more at work animals than pet cats or dogs. Even then, education was a top priority. In a time when animal information was very basic, it fell to those founding members to raise public awareness about the proper care, feeding and humane treatment of animals. The vision of those early pioneers guides Hawaiian Humane's efforts today.

Our mission is a joyful one, "to promote the human-animal bond and the humane treatment of all animals," which is full of both challenges and opportunities. Since 1942, our busy shelter in the heart of Moilili has become a community hub for animal lovers featuring programs and services focused on strengthening the human-animal bond: rescuing the abused, engaging volunteers, fighting for better laws and caring for more than 20,000 animals a year.

As an animal welfare organization, Hawaiian Humane is also very much a people business; educating young and old and working to find solutions to the challenges of a diverse and fast-growing community.

We are Oahu's only open-admissions shelter, open every day of the year. We believe there must be a place that all animals are welcome.

We are not affiliated with any other island humane society or HSUS or ASPCA. We help local animals with donations and thrive due to our community's support.

Core Values

Reconciling the needs of animals and people, Hawaiian Humane Society's core values seek to create results through:

- Compassionate, humane care of animals
 - Provide all animals with compassionate care to prevent emotional, physical and/or mental suffering.
 - Consistently employ safe animal handling methods.
 - Seek ways to encourage positive animal outcomes and to promote the humane treatment of animals.
- Working inspirationally and effectively with people
 - Pursue every opportunity to educate and influence in every interaction.
 - Perform duties in an empathetic, caring, collaborative and customer focused manner to embrace the concept of being a "community organization."
 - Work collectively to fulfill duties in an effective and efficient manner.
- Responsible stewardship of resources
 - Protect community trust in the Hawaiian Humane Society and strive to continuously improve the organization and ourselves.
 - Cultivate staff and volunteers as essential resources.
 - Manage financial resources responsibly and preserve physical assets.

We seek to create a humane community in the broadest sense through the way we handle and care for animals entrusted to us. We seek to instill compassion for animals and to inspire others to advance our mission. We seek to utilize our resources including talents, knowledge, and passion to generate results.

Mission

The mission of the Hawaiian Humane Society is to promote the human-animal bond and the humane treatment of all animals. We are committed to a high standard of care when it comes to our animals, volunteers, and staff.

GENERAL VOLUNTEER POLICIES

Volunteers are an integral and important part of the Hawaiian Humane Society. Your service to the animals and to the organization is invaluable. Please take your commitment seriously and conduct yourself in a professional manner at all times with the animals, other volunteers, staffs and the public. In order for us all to work well as a team and to promote our shelter in the best possible manner, we ask that you adhere to the following policies and procedures.

Adoption

- We require that volunteers wait a period of at least 30 days before adopting an animal.
- If a volunteer is under age 18, a legal guardian must approve and process the adoption.
- Volunteers and staff go through the same adoption process as members of the public.

Animal Handling

Animals are to be treated kindly, gently and professionally. Adherence to animal handling rules is expected at all times.

If you have not received animal handling training for a specific animal, do not handle that animal. Always consult with your Staff Lead, Department Manager, or Volunteer Services staff if you find that you have any questions about this policy and how to complete your volunteer task.

Application

Our general volunteer application is accessible online on our website. If you know of anyone interested in volunteering with us and joining our team, please direct them to this page.

Our Volunteer Programs have a suggested program donation fee of \$25 for each volunteer. This goes towards helping to cover the cost of nametags, volunteer uniform, administration fees (e.g., paperwork, signage, etc.), fobs, and other essential items vital to the operations of the Volunteer Programs.

If you feel compelled to donate more than the suggested program donation fee, you are more than welcome to. All of your proceeds will go towards improving and supporting our Volunteer Programs for our animals and volunteers. If you are unable to make the financial commitment of \$25, please contact the Manager of Volunteer Services at 808-356-2216.

Age

At this time, all on-site volunteers must be aged 18 years or older. This policy may change in the future based on the needs of the shelter. For those under the age of 18, there are several opportunities through our Education department to complete Service Learning Projects that may include but are not limited to fundraising, supply drives, awareness campaigns or research projects. Please visit our "Youth & Community Education" section of our website to learn more about these opportunities.

Independent Volunteers

- Independent volunteers must be 18 years of age or older.
- Independent volunteers must be able to complete their tasks without the help or assistance from another individual during the duration of their volunteer shift.

Adult-Youth Teams

- We may have limited opportunities available off-site and on-site for youth aged 8-17.
- However, for all of these opportunities, a parent or guardian 18 years of age or older must be present and accompany the youth volunteer aged 8-17 at all times while volunteering.

- Parents or guardians of these teams are responsible for closely monitoring their youth volunteer, ensuring their safety while volunteering and remaining with their youth volunteer at all times during their shift.

Community Service (Court ordered, school and public service)

Volunteers who are required to perform useful public/alternative service must fit within the same parameters as all community service. Arrangements must be made with the Volunteer Services Coordinator or Manager to ensure we will accept the charge and that proper paperwork is completed correctly.

- Relatives of staff or volunteers who are required to perform useful public/alternative service must select an organization other than the Hawaiian Humane Society to fulfill their court-ordered commitment.
- Current volunteers needing community service credit cannot count their current volunteer work without prior approval from Volunteer Services.

Confidentiality

As a volunteer, you have access to confidential information about the Hawaiian Humane Society that is not known to the general public. This includes our practices, partners, volunteers and guests. Volunteers of the Hawaiian Humane Society may not disclose any confidential information to any individual or entity, including on social media such as Facebook, Twitter, Instagram, etc.

Keeping our Campus Clean

It is a part of every operational staff member and volunteer's job to keep our campus clean and tidy. If at any point during your volunteer shift you notice animal waste or an area that needs to be spot cleaned, it is your responsibility to clean that area and properly dispose of any waste.

If you are unsure how to do so or where to obtain supplies for this task, please ask your Staff Lead for directions.

Off-Site Volunteers

Our organization has partnered with several off-site locations that help support our mission by housing many of our cats for adoption, hosting Adoptions events, and other partnerships (e.g. Petco, Hawaii Cat Café, and more).

All volunteers off-site are held to the same standards and policies set forth in this handbook even though they are off-site. This includes, but is not limited to volunteer uniform and nametag, attendance, and confidentiality.

Paid Positions

Paid positions occasionally open up for application. However, you must complete the full three-month volunteer commitment before your application for available paid positions will be considered by human resources. If interested, you can submit an application online at hawaiianhumane.org. Volunteers go through the same procedures as all applicants. We encourage volunteers to apply. Job openings are posted on our website under the careers tab.

Parking

If you drive to campus for your volunteer shift, you have a few different options when it comes to parking.

Kuhio Elementary School

We encourage all volunteers who are able, to please park at the Kuhio Elementary School Parking Lot designated for Hawaiian Humane's staff and volunteers. This lot is located at 2759 South King Street. Parking at this lot is generally available between 7AM and 6:45PM.

- Email volunteer@hawaiianhumane.org to be added to the Kuhio Parking List and receive instructions to access a parking pass.

- Always ensure that your parking pass is on your dashboard facing up and visible through your windshield when parking in this lot.
- The gate to this lot closes promptly at 6:45pm each evening. If your shift extends past 6:45pm, do not park in this lot, and instead aim to park in our back parking lot.
- If your car gets blocked in by the gate, the Kuhio Elementary Gate Key is available in the Volunteer Center for your use. This key hangs on the wall below the iPad. If you find yourself needing this key, please ensure that after you remove your car from the Kuhio Elementary Parking Lot, you return the key to the Volunteer Center before going home. If you lose or misplace this key, you will be subject to a \$200 replacement fee. In the case this happens, please alert the Manager of Volunteer Services as soon as possible by calling 808-356-2216. If you need immediate assistance please call our emergency dispatch line at 808-356-2250.
- Please see the attached map at the end of this Handbook for reference.

Campus Back Parking Lot

If you are unable to park at the Kuhio Elementary School Parking Lot, we ask that you please park in our campus back parking lot off Kehena Lane. Please see the attached map at the end of this Handbook for reference.

Campus Front Parking Lot

If the back parking lot is full, or you are volunteering before the campus opens to the public, you may park in the front parking lot in stalls unreserved. Please see the attached map at the end of this Handbook for reference.

Storage of Personal Items

Lockers and bins are available in the Volunteer Center for volunteer use during shifts. Each volunteer may use up to one storage space at a time during their volunteer shift (either a locker or bin). Please abide by the following guidelines when using the lockers or bins for storage. More thorough guidelines are listed under the Volunteer Locker and Bin Storage Agreement.

- Please remove all personal items from the locker or bin at the end of your shift.
- If you choose to use a locker during your shift, ensure that the locker key remains on your person at all times during your shift. After you finish your shift, ensure you return the key back into the correct lock.
- If you lose a locker key, immediately notify the Manager of Volunteer Services at 808-356-2216. If you call and are unable to get in contact with the Manager of Volunteer Services, please leave a voicemail and email volunteer@hawaiianhumane.org.
 - The lost key fee is \$50.
- Any items that are left in either the lockers or storage bins will be put into the "Lost and Found" bin in the Volunteer Center and may be subject to being thrown away two weeks after they have been removed from the locker or bin.
 - It is your responsibility as a volunteer to let the Volunteer Services staff know if you have left an item behind and need to retrieve it.

Visitors

Volunteers are not permitted to bring family or friends to the shelters with them during their volunteer shifts.

At other times, you may take guests on tours of the Hawaiian Humane Society public areas during regular business hours. If you would like to bring a guest for a behind-the-scenes tour where the public is not permitted, please contact Volunteer Services. Tours should not occur during scheduled volunteer shifts. Self-guided tours of private areas are not approved for security reasons.

COMMUNICATIONS

Facebook/Social Media

We welcome you to share your positive volunteer experiences with friends and family which may include using social media. You may display pictures of your furry family member(s) or connect with your fellow volunteers.

- Please do not use Facebook or other social media to discuss an animal's disposition, such as how the animal was brought into our care (transfer, relinquished by owner, etc.), or the conditions or circumstances surrounding that situation. In addition, please do not post photos of animals that are unavailable for adoption or discuss humane euthanasia of a shelter animal on Facebook or other social media.

Media Procedures

Any questions or requests from the media for information should be passed to our Communications Manager by emailing news@hawaiianhumane.org or calling 808-356-2206. Volunteers are encouraged to share their personal experiences and stories as individuals in connection with us, but to refrain from speaking for the organization.

PAWS

Remember to PAWS! While the work we do is related to caring for animals, people are equally vital to our mission. It is important to arrive prepared, on time, and ready to engage with other volunteers, staff, and guests. We want everyone to feel welcomed at the Hawaiian Humane Society.

Put on your name tag

Always check in

Wear your uniform

Start every shift with a smile

Signage

Please take the time to read signage posted on or near all animal enclosures/living spaces. These signs communicate important information about the animals in our care such as specific illnesses, medical/behavioral issues and more. These signs are to help protect you, your animals at home, and the animals in our care. You will encounter different types of signs in the shelter.

If you have any questions about a posted sign or have concerns a sign is absent and should be on display, please speak to the appropriate department supervisor or manager.

Supervision

Supervision is directly provided by the Staff Lead or Department Manager, and indirectly by the Manager of Volunteer Services.

Questions, Concerns, and Help

Throughout your volunteer shift, you may need assistance from a staff member or have questions arise. If this happens, always aim to reach out to your Staff Lead, Department Manager, or a staff member from the department you are volunteering with. If you are unable to find someone from that department, find the nearest staff member or Volunteer Services staff member and ask for assistance. That staff member can do their best to help you and ensure that the relevant department is aware and can assist you further if needed.

Please always follow up with an email to the Department Manager and Manager of Volunteer Services if you were unable to resolve a question, concern, or issue.

HEALTH AND SAFETY

Accidents and Injuries

Any accident or injury occurring on the job must be reported to your Staff Lead immediately or any available staff member. Bites are considered an injury and should not be treated lightly. All injuries—including slips, trips, falls, bumping your head on a kennel, scratches that do or do not break the skin, etc.—must be reported.

Volunteers are expected to obtain their own medical or health insurance coverage and are not covered by Hawaiian Humane.

If you have not had a tetanus shot in the last six years and you will be working directly with animals, we recommend you discuss this with your physician. We require all volunteers who receive a bite that breaks the skin (especially a bite from a cat) to seek medical attention.

Campus Access

If a volunteer's task requires that they have access to areas on campus that require a door code or fob, the volunteer will be provided with the tools needed to access those areas.

If the area requires a code, that code will be provided to the volunteer. Volunteers are not permitted to share this code with anyone else. If the area requires fob access, a fob will be assigned to the volunteer.

The following guidelines will apply to fob use:

- If a fob is assigned to you, it will only provide you access to the areas on campus that are required for your volunteer task.
- You are not permitted to share your assigned fob with anyone else, including other volunteers. Your assigned fob must remain on your person at all times during your volunteer shift. After your volunteer shift, please take your fob home with you and keep it in a safe place.
- You are not permitted to let anyone into fob-access areas that don't already have a fob that gives them access to those areas. This includes but is not limited to other volunteers and guests.
- If you lose your assigned fob, immediately notify the Manager of Volunteer Services at 808-356-2216. If you call and are unable to get in contact with the Manager of Volunteer Services, please leave a voicemail and email volunteer@hawaiianhumane.org.
 - The lost fob fee is \$50.
- Access to assigned fobs can be withdrawn remotely at any given time if Hawaiian Humane deems access needs to be revoked for any reason including violating the terms of the fob-use agreement.

Fire Procedures

Fire extinguishers and exits are located throughout the buildings. It is each person's responsibility to know these locations.

If you see a fire and, in your judgment, it can be safely extinguished, calmly and quickly use the fire extinguisher. Remember to use P.A.S.S. —Pull, Aim, Squeeze, Sweep. Notify your supervisor of this occurrence immediately. If you determine the fire cannot be safely extinguished, contact your supervisor immediately.

When you hear the fire alarm, remain calm, stop what you are doing, leave all animals in kennels or visiting rooms, close all doors and windows, and leave your work area, directing guests to accompany you. Proceed to the parking lot and wait for the all-clear from the fire department.

Incident Procedure

The following procedure applies to any situation involving a guest who either forcibly enters a "Staff Only" restricted area or who becomes abusive in any public areas of the facility.

- When a situation reaches the point that the volunteer or paid staff involved are in doubt about their ability to handle the problem, they should report the situation to the nearest Staff Lead or Manager on Duty. If they are unable to do so and the guest is at all violent, the volunteer should call 911.
- Any animals in question should be immediately moved to a back holding area.
- UNDER NO CIRCUMSTANCES TRY TO PHYSICALLY RESTRAIN OR REMOVE THE GUEST.
- Obtain a complete physical description.

Security

The safety of our volunteers, staff, guests, and animals is of the utmost importance. If you ever notice anything concerning, suspicious, or a violation of a security protocol, please report it immediately to your Staff Lead or Department Manager and the Manager of Volunteer Services. Always report any security concerns as soon as possible and follow directions from your Staff Leads and management on campus.

Medical Attention Requested Reports

It is important to always be on the lookout for any concerning signs when it comes to animals in our care. Please follow the protocol below when you are concerned about an animal's health.

Complete a Medical Attention Requested Report

If you ever notice anything concerning regarding an animal's behavior or health, always fill out a Medical Attention Requested Report. Blank reports can be found in each department or in the Volunteer Center white rolling cart. If you are unable to find a blank report, please ask your Staff Lead where to obtain one.

These reports can be submitted to a staff member or your staff lead. After completing a report in full, locate a staff member or staff lead and they will enter the information into our shelter management program (PetPoint). Veterinary Staff will be alerted and will then take the proper steps to assess and attend to the animal.

If an Animal Needs Immediate Medical Attention: A Staff Member Will Take it From There

If the animal needs **immediate** medical attention, please ask a staff member to bring the animal with the cage card to the clinic immediately. Contact your Staff Lead or Department Manager if they are available. If not, let another department staff member know so they can transport the animal to the clinic.

After you have alerted a staff member of your concern, your job is done! The Staff member will handle and carry out all steps thereafter. If it is an emergency, the staff member will immediately take the animal to Veterinary Services for evaluation.

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Do not transport animals from their kennel/living space to another area on campus or off-campus unless instructed to do so by a staff member or if it is a function of your volunteer role (e.g., dog walking).

Weather Procedures: Inclement

When the weather is questionable and a delayed opening, early closure or complete closure may be necessary— and you're scheduled to volunteer before 8 a.m.—please email the Volunteer Services department at volunteer@hawaiianhumane.org for information.

- If the shelter opens late, closes early or closes for the day, please adjust your volunteer shift accordingly. Of course, if you believe that the weather conditions make it unsafe for you to travel, please stay home.
- In the event of extremely bad weather or an emergency, we have provisions in place to make certain that the needs of the animals in our care are met. Since your safety is very important to us as well, please be sure to follow these procedures.
- Dog walkers should be prepared to walk dogs in almost any weather conditions. Remember to watch your dog for signs of distress and notify your Staff Lead or nearest Manager on Duty if the dog appears to be in medical distress.

Weather Procedures—Severe or Hurricane

In the event of a hurricane warning, emergency sirens, or if a warning is issued for the immediate area, staff need to take appropriate action. Hurricane watches and warnings may be broadcast on television or radio:

- If you hear a hurricane warning for the immediate area or emergency sirens, inform a Staff Lead or manager immediately. Each Department Manager/Staff Lead is responsible for evacuating everyone from their area.
- They will also advise an on-duty manager, director, or CEO of the emergency. They will make announcements and provide instructions to volunteers, staff, and any guests on campus.

VOLUNTEER SCHEDULING AND ATTENDANCE

Attendance

We are so grateful for the commitment of each of our volunteers. Our organization relies on your ongoing commitment of three hours a week for a minimum of three months to get to know you and for you to know us.

Shift Assignment and Sign-up

During your onboarding process, Volunteer Services will work with you to determine the best weekly scheduled shift assignment. If you would like to sign up for additional shifts, we ask that you please sign up 48 hours in advance of the shift or as soon as is possible so our teams can prepare their schedules accordingly. Volunteers do not have access to cancel or delete shifts from their volunteer account and will need to contact Volunteer Services to do so (please see "Missed Shifts" below).

Clocking In

On-site volunteers use a seven-digit time code when they arrive and when they leave to record their time. If you work in more than one department, you will need to follow the "transfer department" instructions when you clock in. Instructions are located in the white rolling cabinet next to the iPad in the Volunteer Center. **It is very important that all volunteer time is recorded.** We report these hours every year in our annual report, as well as using the totals for grant proposals. If you are unable to clock in for some reason, please email volunteer@hawaiianhumane.org to inform Volunteer Services of the issue. After you have done so, please self-log your hours online. It is the responsibility of each volunteer to log their own hours if they are unable to clock in for any reason. To log your hours:

- Your account can also be accessed on our website at www.hawaiianhumane.org/Volunteer.html under "Just for Existing Volunteers"
- Click "Post Your Hours" on the right and follow the prompts specific to your role or duties for the timeframe being posted.

Closures

The Hawaiian Humane Society may be closed or have adjusted hours on major holidays. We need extra help caring for the animals at these times, so if you are available to give assistance, please notify the Manager of Volunteer Services.

Illnesses

In the event of a sickness, please email volunteer@hawaiianhumane.org.

Leave of Absence

If you are unable to actively participate in the program as committed, you may take a leave of absence for up to three months. Be advised, we may not be able to hold your shift time. Please contact the Manager of Volunteer Services to be placed on leave.

Missed Shifts

Within the first three months of service, volunteers miss no more than 2 shifts. After the first 3 months of service, volunteers will be allowed one missed shift a month. These missed shifts should be reserved for emergencies or special circumstances. Volunteers may work with other qualified volunteers in their departments to assist with covering shifts. If coverage is not found, Volunteer Services must be alerted **at least 24 hours in advance** of the absence.

If you cannot make a shift, please email the following information to volunteer@hawaiianhumane.org **at least 24 hours in advance** of your absence, and cc' your department lead:

1. Name
2. Department and shift time
3. Replacement shift date and time

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Personal Time Off

For vacations, please contact Volunteer Services at volunteer@hawaiianhumane.org. If you will miss more than one shift, please contact the Manager of Volunteer Services at 808-356-2216.

Breaks

If you need to take a break at any point during your volunteer shift, please ensure you clock-out before doing so. You may take a break in the Volunteer Center or visit our campus breakroom in the Admin office during regular business hours Monday through Friday by entering through the general public entrance.

Family Emergencies

If a family emergency occurs during your volunteer shift, your family member(s) should call 808-356-2200 to be directed to the Volunteer Services department. Someone from Volunteer Services will relay the message to you.

- We will not release your personal information to anyone outside the organization without your consent.
- Remember to notify Volunteer Services if your personal information changes so it can be updated in our records.

Job or Shift Change Requests

We prefer you keep one job for a minimum of three months. If you decide you'd like to make a job change, please consider exploring possibilities with your Staff Lead or the Manager of Volunteer Services. Job changes must be arranged through the Manager of Volunteer Services. There may be new training and necessary shadowing shifts for a new job.

Resignations

While we hate to see volunteers depart, we understand that life happens! If possible, please allow us two weeks' notice if you need to resign from your volunteer position. An exit evaluation will be emailed to you upon your resignation.

VOLUNTEER CONDUCT

Alcohol and Drugs

The sale, use, possession or transfer of a controlled substance, marijuana or alcohol on the premises or during your time as a volunteer is prohibited. In addition, because of the responsibility of your duties and responsibility to the animals in our care, all staff (staffs and volunteers) is prohibited from working or volunteering while under the influence or effects of controlled illegal substances, marijuana or alcohol.

A staff member or volunteer who must use a prescription drug that affects the ability to perform work in a safe and productive manner must notify his/her Supervisor/Staff Lead prior to starting work/volunteering. A determination will be made whether this person can remain at work and what work restrictions, if any, are deemed necessary. Violation of this policy may result in immediate disciplinary action up to and including dismissal.

Cell Phones

Please limit the use of your personal cell phone during your shift. If you must take a call or answer a text or email while you are working, please remember the following:

- Turn your cell phone to vibrate while you are in the shelter—some high-frequency ring tones can upset the animals.
- Don't use your cell phone to communicate with others while you have an animal in your care. If you are walking a dog, please return the dog to its kennel before you operate your phone.
 - Exception: If you are a Dog Walking Volunteer, are walking a dog off-campus, and are in need of immediate assistance, you may use your cell phone to call for help from a Hawaiian Humane Staff member.
- Step away from the area you are in so you aren't disturbing other people or animals.
- If you would like to photograph an animal with your cell phone, remember to keep your face a safe distance from the animal's mouth.
- Volunteers are only permitted to photograph animals available for adoption.

Clothing & Personal Hygiene

Volunteer Uniform

Your volunteer uniform is your Hawaiian Humane Volunteer T-shirt. You are required to wear your Hawaiian Humane Volunteer T-shirt and your name tag at all times while volunteering on campus.

We understand that you may forget to put on your Hawaiian Humane Volunteer T-shirt from time to time as you incorporate this into your volunteer routine. If you have trouble remembering to wear your uniform to campus a member of the Volunteer Services team is more than happy to discuss the issue and ways we can best support you in finding a solution so you are able to wear your uniform while volunteering.

General Guidelines

Additional volunteer t-shirt uniforms are available through the Volunteer Services department for a nominal cost and must be worn while volunteering. Appropriate street clothes for working with animals should be worn. All clothing should be neat, clean and presentable to the public.

- Jeans or shorts are OK to wear—no skirts or dresses, please. If you choose to wear shorts, please make sure they are of modest length. Shorts must be no shorter than fingertip length.
- Skid-resistant shoes are very important. Do not wear sandals, heels or Crocs while volunteering. Always wear closed-toe shoes.
- Name tags will be provided and must be worn while working.

- Dog walkers may wear a hat while volunteering; keep in mind that some dogs are fearful of people in hats. For other volunteer positions, hats are prohibited.
- Do not wear large jewelry or accessory items that could become a hazard for you or animals in your care while you are volunteering. Tongue piercings may not impede speech. Only stud earrings are permitted for safety reasons.
- Out of respect for the animals and other people, please refrain from wearing excess amounts of perfume and cologne during your volunteer shift.

Compliance

As a valued volunteer with the Hawaiian Humane Society, you are a member of our team. Our volunteers agree to uphold all policies and procedures set by our organization. These policies and procedures have been developed to keep you, the animals, our staff, and guests safe, happy, and healthy. We want you to truly enjoy your time volunteering with us and for the animals to receive the benefit of your generous time.

It is very important to contact the Manager of Volunteer Services if you find that you are unable to uphold our policies and procedures in place.

Harassment

The Hawaiian Humane Society prohibits harassment of staffs, job applicants, managers, supervisors, subordinates, volunteers, vendors, suppliers, and guests on the basis of race, sex, including gender identity or expression, age, religion, color, ancestry, disability, genetic information, citizenship, national origin, veteran/military status, marital status, sexual orientation, arrest and court record, credit history, status as a domestic or sexual violence victim, or other grounds protected by law such as retaliatory harassment.

Prohibited harassment will not be tolerated on Hawaiian Humane premises, at Hawaiian Humane events, and anywhere the organization conducts business.

Conduct that creates a work environment that would be intimidating, hostile, or offensive is considered harassment. Examples of unacceptable offensive conduct include slurs, epithets, offensive jokes, physical assaults or threats, intimidation, mockery, insults, offensive objects or pictures, interference with work performance, or other unwelcome conduct that is offensive and hostile.

Sexual Harassment

Sexual harassment is illegal and against the policies of this organization. Sexual harassment involves (a) making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment, or (b) making submission to or rejection of such conduct the basis for employment decisions, or (c) creating an intimidating, offensive or hostile working environment by such conduct.

The following are examples of sexual harassment:

- VERBAL: Sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions
- NONVERBAL: Making suggestive or insulting noises, leering, whistling, or making obscene gestures
- PHYSICAL: Touching, pinching, brushing the body, coercing sexual intercourse, or assault

Any volunteer or staff who believes he or she has been the subject of any form of harassment should report the alleged conduct immediately to the Manager of Volunteer Services or Department Manager. An investigation of any complaint will be undertaken immediately.

Smoking Areas (outdoors only)

NO SMOKING or CHEWING TOBACCO while volunteering except in designated, outdoor smoking areas. Smoking is prohibited while you are handling animals in our care.

- Smoking traditional cigarettes and electronic cigarettes are prohibited within the interiors of all Society buildings and in any partially enclosed areas, as well as in any vehicle owned by Hawaiian Humane.
- Smoking is also prohibited outdoors on Hawaiian Humane premises within 20 feet of any entrance, exit, window that can be opened, or ventilation intake for any building.
- We have identified designated smoking areas. Smoking is only allowed in these designated areas when a volunteer is clocked out either on a break or before or after a shift.
- Volunteers may not wear their volunteer uniform while taking a break to smoke off-site. If a volunteer would like to take a break to smoke before or after their volunteer shift, they must bring a change of clothes to do so.

Supply and Equipment Use

All volunteers are expected to properly use supplies and equipment as instructed for their role. If you have not been trained on how to properly use certain equipment, ask your Staff Lead or Department Manager for assistance. If you notice that any equipment is broken or not working properly, report it immediately to your Staff Lead or Department Manager. Do not use the equipment. Please follow instructions from your Staff Lead or Department Manager as to how to proceed.

If you find that you need supplies for your role that you don't currently have, ask your Staff Lead or Department Manager first before using supplies not supplied for your use.

Weapons Policy

Firearms, explosives, knives and clubs are not permitted on-site.

BENEFITS

General

Volunteering your time to help better your community and support the humane care of animals is a rewarding experience. Other benefits come along with volunteering at the Hawaiian Humane Society such as:

- Developing and fine-tuning important skill sets such as
 - Customer service
 - Collaboration
 - Problem solving
 - Specialized animal care
 - And more!
- The "Paw-some Updates: Volunteer E-Newsletter," our monthly newsletter for volunteers and staff.
- One large volunteer/staff recognition event held each year.
- Other small volunteer education and appreciation events/special days throughout the year.

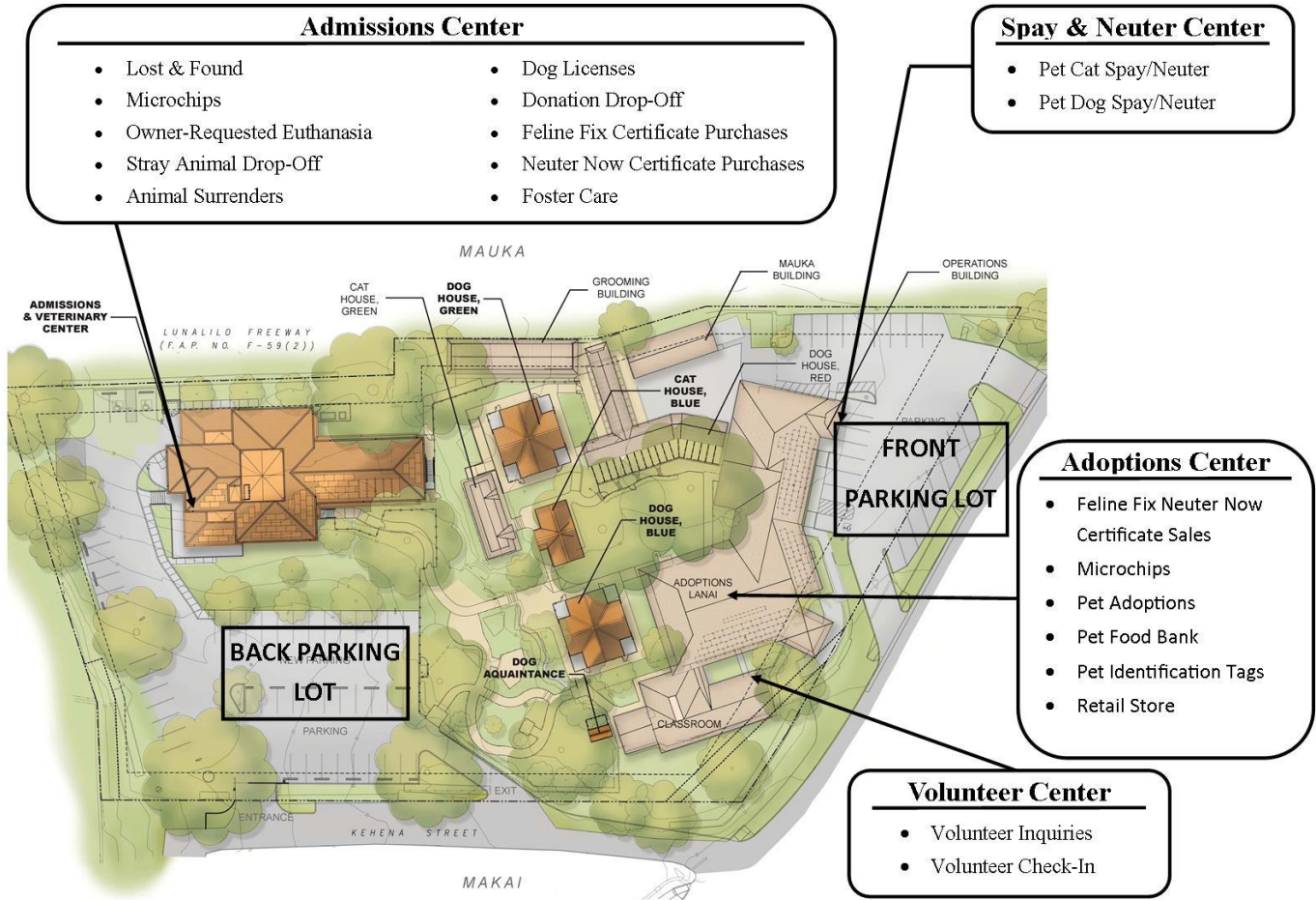
Tax Deductions

A number of tax benefits are available for volunteers under the general charitable contribution deduction of the Internal Revenue Code. The Internal Revenue Service explains this by noting that volunteers can deduct "unreimbursed expenditures made incident to rendition of services to a qualifying organization." Translated, that means that a volunteer may deduct out-of-pocket expenses incurred while doing volunteer work for certain groups approved by the Internal Revenue Service. The Hawaiian Humane Society is an approved organization. Out-of-pocket expenses and mileage (to and from work included) are tax deductible if you itemize.

- For complete information, obtain Publication 526 from the IRS.
- If you have additional questions, please contact your tax advisor or seek advice from a qualified advisor.
- You can obtain a copy of your volunteer time from the Volunteer Services department.
- Attention Foster Parents: The IRS now allows foster parents to deduct unreimbursed out-of-pocket expenses related to fostering an animal (not including what is provided by the Hawaiian Humane Society). If you have specific questions, please contact your tax advisor.

SUPPLEMENTAL MATERIAL

on-Campus Parking Map:



Hawaiian Humane Society Campus Map

off-campus Parking Map:



Prince Kuhio Elementary School HHS Parking Availability





LOCATION & HOURS

Hawaiian Humane Society: Moiliili Campus

2700 Waialae Avenue, Honolulu, HI 96826

Admissions

7 a.m. - 8 p.m. Monday-Sunday
8 p.m. - 7 a.m. Monday-Sunday Emergency Only

Adoptions & Pet Supply Shop

11 a.m. - 7 p.m. Monday-Friday
10 a.m. - 6 p.m. Saturday-Sunday

Spay/Neuter Clinic

7 a.m. - 9 a.m. Wednesday-Saturday Drop-Off
4 p.m. - 6 p.m. Wednesday-Saturday Pick-Up

CONTACT US

Phone.....808.356.2200
Fax.....808.955.6034
Website.....<https://www.hawaiianhumane.org/>
Volunteer website.....<https://www.volgstics.com/ex2/vicnet.dll?FROM=133068>