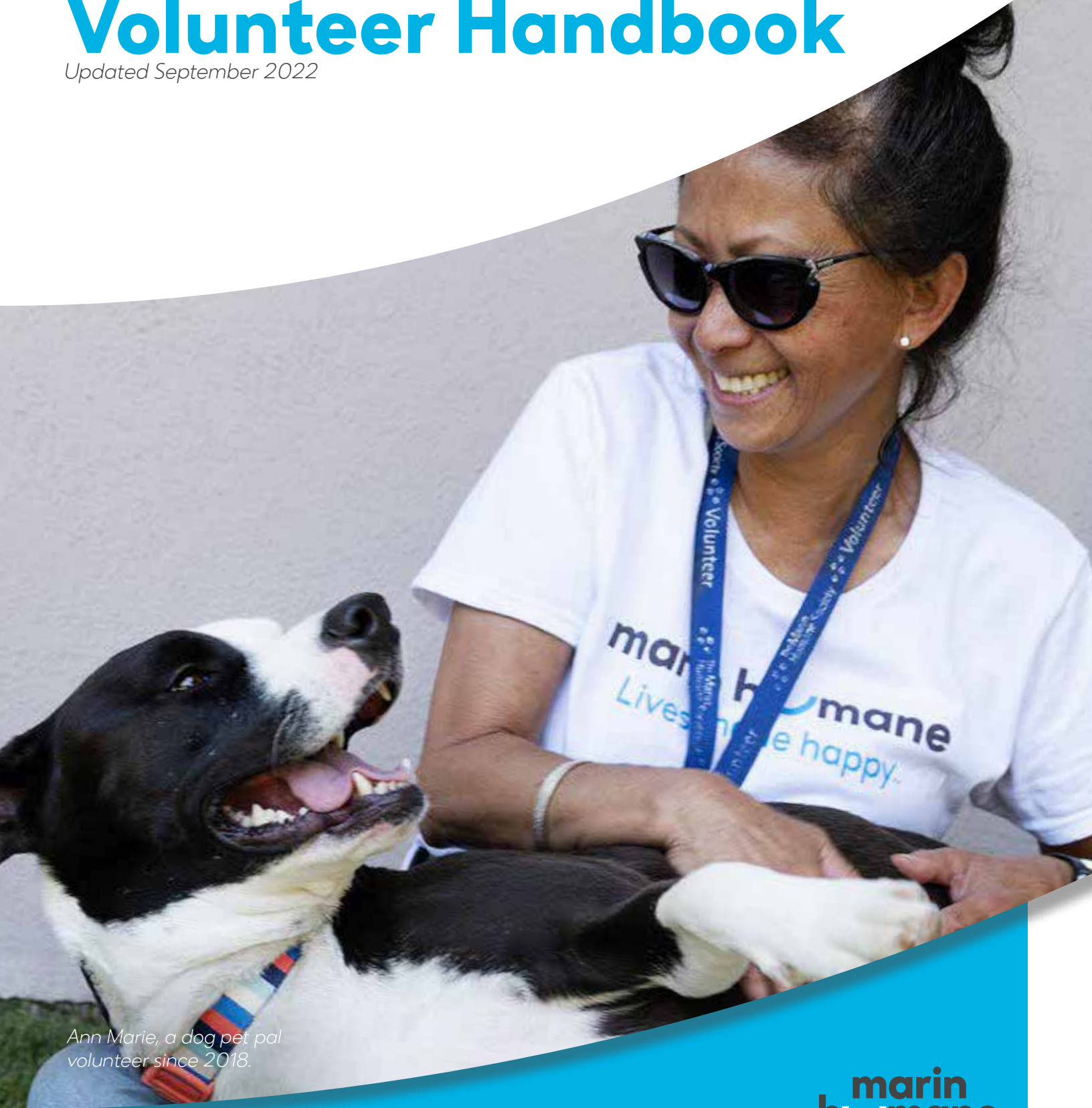


Volunteer Handbook

Updated September 2022



Ann Marie, a dog pet pal volunteer since 2018.

Greetings Marin Humane Volunteers!

Volunteers are an integral part of the fabric of this organization, and we couldn't help the thousands of animals and people in our community every year without people like you.

We've served the community since 1907, and we're delighted you've joined us.



Candace Alexander
Volunteer Engagement Manager
(415) 506-6283
calexander@marinhumane.org

Boomer Alexander
Snack Engagement Supervisor

Now that you've attended a general volunteer orientation, there are just a few more things to do.

You'll receive an email soon with two links to forms that must be completed within 14 days of your volunteer orientation:

- ✓ Volunteer Application
- ✓ Online Volunteer Store - This form includes a \$30 materials fee which includes volunteer t-shirt, badge, training, plus materials. This fee helps us save more money for the animals, but if it presents a hardship, please let us know.

Once these forms are complete, we'll contact you within a few weeks about next steps. Be sure to check your junk or spam folder for incoming emails from Marin Humane.

Training for each specific volunteer position might include observation, detailed program orientation, training class, shadow training, mentoring, etc. The length of training depends on each job.

We appreciate your dedication to this process. Becoming a volunteer at Marin Humane can take a bit of time, but it is so worth it. Safety for both the animals and people is paramount and being placed in a volunteer role that's a good fit is essential.

Feel free to contact the Volunteer Engagement department at any time. We're here to help make your Marin Humane experience rewarding and enjoyable! Thank you for volunteering.

Our Mission:

We transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between people and animals.

Our Vision:

A humane world for every animal.

Our Core Values:

Dedication to Animals
Collaborative Spirit
Courage with Compassion
Pursuit of Learning
Celebrating Differences



Behavior & Training Staff share their appreciation for volunteers during Volunteer Appreciation Week.

Volunteer Policies & Procedures

Volunteers play a key role in our ability to care for the animals and serve the public. Once trained, volunteers become a vital part of our team, working side-by-side with staff and other volunteers. Your commitment to the position you fill is essential in making lives happy!

We ask that volunteers observe the following:

- ☑ Report to your department on time and complete your shift.
- ☑ If you can't work due to illness or for personal reasons, please contact your supervisor as far in advance as possible so a substitute can be scheduled.
- ☑ Help us keep the animals healthy by washing your hands before touching each animal. This helps prevent the spread of viruses. Hand sanitizer stations are set up throughout campus.
- ☑ Refrain from bringing personal food or medicines into areas with animals.
- ☑ Please do not use cell phones while volunteering.
- ☑ Staff and volunteers are asked to park over the bridge every day the shelter is open (Tuesday-Sunday, 10 am-5:30 pm). On Mondays and holidays, when the shelter is

closed, you can park in the spaces in the front lot heading up to the bridge.

Peek at some facts from Fiscal Year 2020/2021 throughout the handbook! You'll find the most updated numbers and further details on our website. [Click here!](#)

Dress Code

We offer brightly colored blue shirts which identify you as a volunteer. Please wear your volunteer shirt during your shifts, especially if you're handling animals. It's important we're able to easily identify who is a volunteer and who is a member of the public, not associated with Marin Humane. And please remember that when you're volunteering, your appearance and conduct reflect directly on Marin Humane.

Please wear:

- ☑ Your Marin Humane volunteer t-shirt
- ☑ Your volunteer name badge
- ☑ Close-toed flat shoes (athletic shoes are good)
- ☑ Long, loose pants; no shorts, capri pants, or skirts, for your safety.



Christine,
a small companion
animal volunteer since 2018.

LIVE RELEASE RATE

95%

INTAKE 2,656

Cat Intake 1,466
Dog Intake 864
Small Pets 196
Other Domestic 130

OUTCOMES

Adopted 1,820
Reunited 280
Transferred Out 176
Emergency Boarding Return 168
Humanely Euthanized 116
Died in Care 9

For your safety and the animal's, please don't wear:

- ✓ Sleeveless shirts or tank tops
- ✓ Jewelry in which an animal could get caught
- ✓ Fragrances (perfumes or cologne)
- ✓ Sandals

A few more things to keep in mind:

- ✓ Please don't bring guests or visitors with you to your volunteer shift.
- ✓ Do not leave animals in your car while you're volunteering. Animals left in parked cars, even on the Marin Humane campus, may be removed by our Animal Services officers and you may be cited.
- ✓ No smoking/vaping on campus.
- ✓ Contact the Volunteer Engagement Manager for special permission to park in the front lot.

New Volunteers

The first six months of volunteering at Marin Humane is considered a training period. You'll learn the responsibilities of your position, meet fellow volunteers and employees, and determine whether your new role is a good fit. Both you and Marin Humane are free at any time, with or without notice or cause, to end the volunteer relationship.

Sometimes it can be difficult to keep from getting emotionally-involved in our work. Please know that we're here to support you in whatever issue you're facing. If any problems arise while you're working with staff, or regarding your responsibilities, please discuss them with your supervisor. If problems continue, please contact the Volunteer Engagement Manager.

It's important we resolve issues quickly so we can work effectively as a team. Should problems continue, we may explore placing you in a different department or role.

If you decide to leave the volunteer program, please contact your supervisor and the Volunteer Engagement Department. If possible, please give advance notice of two weeks or more. That allows us time to fill your position. We encourage you to give us feedback about your volunteer experience before leaving your job so we can learn more.

Marin Humane staff are authorized to bring their dogs to work as a benefit of their employment. This is not authorized for volunteers.

Incidents or Accidents

Animals in our care come from a variety of backgrounds. Always keep in mind that shelter animals don't know you. It's difficult to predict their behavior when they're in an unfamiliar place. Maintaining a calm and quiet demeanor around the animals will help them feel relaxed and less anxious.

Immediately report any injury you might receive to your supervisor so we can make sure you're cared for and ensure proper documentation. Volunteers are not covered under our Worker's Compensation insurance. However, Marin Humane provides secondary accident insurance coverage for volunteers to cover out-of-pocket medical expenses due to an injury incurred while volunteering. If you're absent due to an accident, injury, or other medical condition, please provide a note to the Volunteer Engagement Manager from your doctor stating you're cleared to return to your volunteer activities.

Drug and Alcohol Abuse

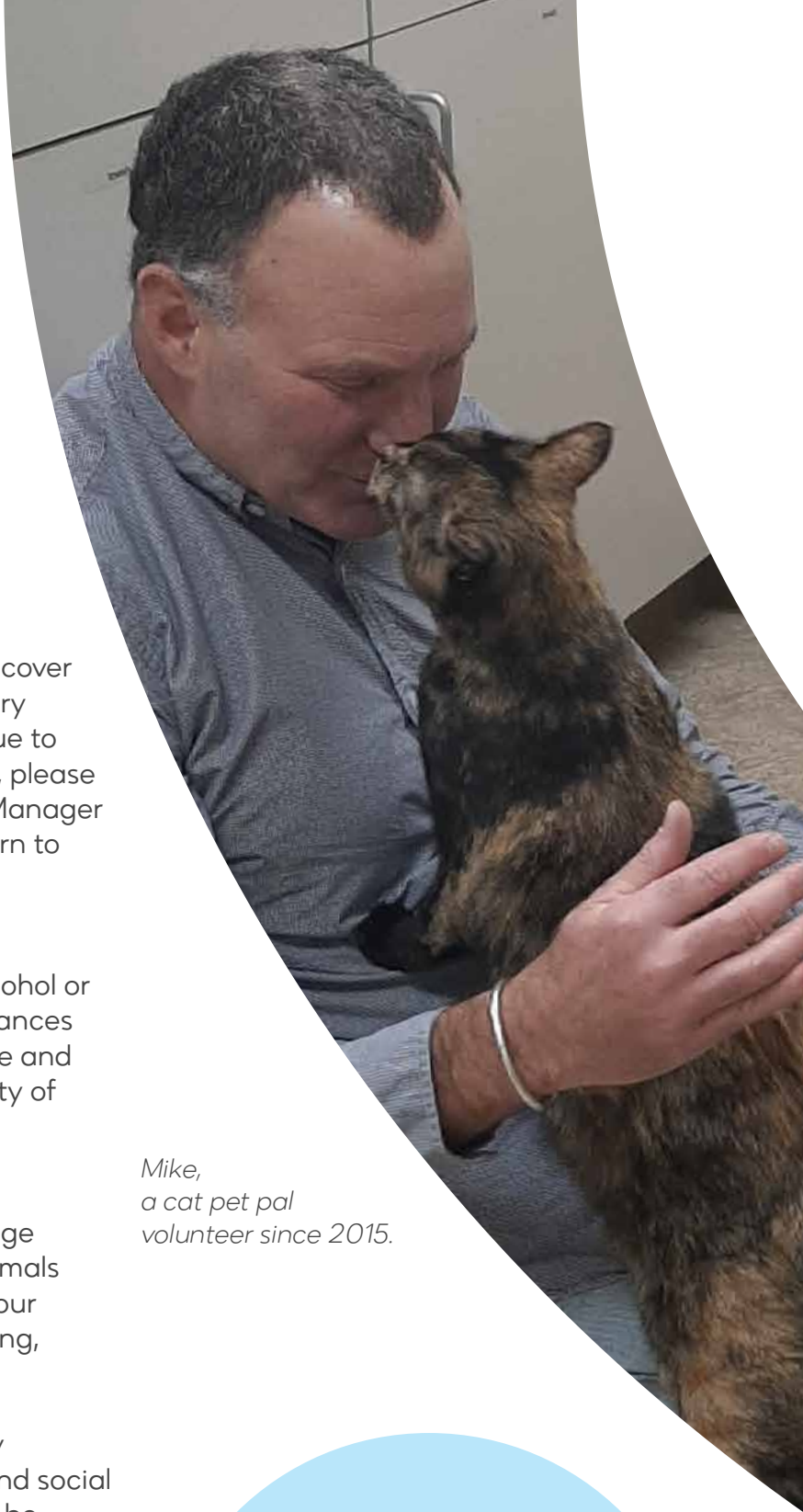
Marin Humane does not tolerate the use of alcohol or drugs in the workplace. The use of these substances can adversely affect a volunteer's performance and judgment, compromising the welfare and safety of others, and of animals.

Volunteer Social Media Policy

Marin Humane encourages volunteers to engage with our social media accounts to promote animals available for adoption, upcoming events, and our programs. This includes liking posts, commenting, sharing, and posting photos.

All rules regarding confidential and proprietary information apply in full to blogs, webpages, and social media platforms. Any information that cannot be disclosed through a conversation, note, or email also cannot be disclosed on a social media platform.

Whether a volunteer is posting something on their own social media or someone else's, if the volunteer mentions Marin Humane and expresses an opinion, the poster must include a disclaimer that states that the opinion is their own and not Marin Humane's official position.



*Mike,
a cat pet pal
volunteer since 2015.*

Spay/Neuter Surgeries

1,698

Animals Fostered

1,150

Foster Days

24,493

Anything that is discriminatory, obscene, defamatory, libelous, or threatening is not allowed.

Keep in mind the speed and manner in which information posted on social media is received and sometimes misunderstood by readers. Volunteers with any questions should consult with their supervisor or the Volunteer Engagement Department.

Failure to follow these guidelines may result in discipline, up to and including termination of the volunteer position.

Confidentiality Agreement

In the course of volunteering with Marin Humane, you may have access to confidential information. Such confidential information includes, but is not limited to, information regarding Marin Humane finances, software and computer programs, organizational strategies, vendors, donors, customers, potential customers, volunteers, animals, and knowledge, skills, and abilities of personnel.

It is extremely important that all such information remains confidential. Any volunteer who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of Marin Humane may be subject to disciplinary action up to and including termination.

Volunteers must agree that they will not disclose any of the above-mentioned information, directly or indirectly, or use them in any way, either during the term of their volunteering or at any time thereafter, except as required in the course of their volunteering with Marin Humane.

**7,965 responses
to pet
and
wildlife
calls.**



*Michelle,
a foster
volunteer
since 2020.*

Volunteer Benefits

As a volunteer at Marin Humane you get to:

- ✓ Learn about and contribute to the welfare of animals.
- ✓ Continue your education through workshops, training sessions, or seminars.
- ✓ Attend our Volunteer Appreciation and Recognition party!
- ✓ Make more lives happy!

This is what you can expect from Marin Humane:

- ✓ A placement tailor-made for you.
- ✓ Planned and effective training.
- ✓ An opportunity to share your thoughts and ideas openly.
- ✓ Information about Marin Humane, its policies, people, and programs.
- ✓ A safe workplace conducive to getting the job done.
- ✓ A sense of accomplishment knowing your efforts are truly making a difference for the animals!

A few more things to know...

Open-Door Shelter

Marin Humane is an “open door” shelter to our community. That means we accept every animal from the county brought to us.

We make every effort to ensure all healthy, adoptable animals find their forever homes. We’re fortunate to be in a position where we don’t have to euthanize animals due to a lack of space or length of time.

At the same time, we have the responsibility to ensure we don’t place dangerous animals in the community and that no animal suffers from a medical condition that goes beyond our ability to provide treatment. We’re fortunate to be able to treat many medical conditions in our veterinary clinic and at area veterinary hospitals, when feasible. Sadly, at many other shelters, animals with treatable medical conditions are euthanized due to lack of resources. We’re also fortunate to have a nationally-renowned behavior and training staff who work on behavior modification for adoption animals.

Despite our best efforts, we are occasionally faced with making the difficult decision to humanely euthanize an animal. These important decisions are made by a team of staff from various areas of shelter operations and only after exhausting all resources. Staff who perform humane euthanasia are highly-trained and ensure the procedure is calm and painless.

580
Behavior & Training
Classes



793
Dog & Cat
Consultations &
private training
sessions



903
Pet Safety Net and
Pet Care Assistance
clients served



Humane
Education
Students
295

We answer questions about euthanasia honestly and with compassion. As a volunteer at Marin Humane, we want you to trust the decisions we make.

Why doesn't Marin Humane call itself “no-kill?”

While we could call ourselves “no-kill” based on our shelter statistics, we’ve chosen not to as we consider this label misleading and divisive.

Shelters and rescues that call themselves “no-kill” are not required by law to accept animals brought to them so they simply turn away the animals they deem too difficult to adopt out. As part of Marin Humane’s contract with the county, we accept any animal from Marin.

Partnership with Hopalong Animal Rescue

In 2021, Hopalong Animal Rescue, based in Oakland, joined the Marin Humane family to become the Hopalong Foster Program at Marin Humane. Hopalong brought with it a large network of devoted foster families and a solid track record of bringing pets from under-resourced shelters throughout the state to new homes in the Bay Area. Hopalong also manages our Adoption outposts, held throughout the region.