VE-01 ADDING NEW VOLUNTEERS

**Purpose**

This is to provide information on how new volunteers are recruited, oriented and trained for specific roles.

**Policy**

HSWM will

**Staff /Areas Affected**

* Volunteer and Programs Manager
* All staff

**Responsibilities**

**Volunteer and Programs Manager** - identifying volunteer needs and develop a recruiting and training plan to assist with smooth operations of the shelter and events

**Procedures**

* New Orientations
  + Held three times a year in February, June & October
  + Orientations are held on a Monday night in the training room from 6:00pm-8:00pm
  + Cat and Dog Trainings are held on the Saturday of the same week of the orientation
  + Staff is invited to attend via email (sent one month in advance)
  + Dog and cat training is led by Director of Animal Care & Behavior
  + Volunteer Coordinator leads orientation and attends training as supportive help
* Adding a new volunteer to orientation
  + Volunteer emails Volunteer Coordinator seeking information
  + Volunteer coordinator sends out email regarding ways to get involved
  + Registration opens on the 1st day of the month prior to orientation
    - Example: May orientation- Registration opens April 1st
    - Allow- up to 30 dog volunteers, up to 15 cat volunteers and fill in others as needed.
  + Signing up
    - Registration is open, volunteer advises what area they would like to volunteer in
    - Volunteer Coordinator sends dates and times to potential volunteer
    - Once potential volunteer can commit to both dates (both are required) they are signed up for orientation and training.
  + 2 weeks prior to orientation send out reminder with details about orientation night
    - Include address, where to go, attach volunteer application in case they would like to fill out prior to orientation night. (Do not encourage people to send in prior to orientation night)
* Orientation night
  + 6:00pm-6:15pm new volunteers come in through front doors and check in
    - Make sure volunteer applications are completed in full
    - If volunteer is 16-17 years of age parent/guardian must sign as well
  + 6:15pm-8:00pm
    - Volunteer Coordinator goes through power point (located in google drive)
    - Tour is offered (group is split up into smaller groups based on staff here to help)
    - Conclusion-remind people about Saturday’s training day
    - If you have small animal, adoption counselors, other volunteer areas aside from dogs and cats schedule an individual training.
* Training day
  + Set up 2 shadow sessions for dog volunteers in the kennels
* Contact willing dog volunteers who will train new volunteers in the kennels. Keep groups small. 5-6 people per trainer.
  + Give shadow dates to potential volunteers at orientation night
  + Email potential dog volunteers and ask which shadow session they would like to sign up for
  + Shadow sessions should be completed the same day for 2 weeks in a row
  + Example: Tuesdays from 5-7pm
  + Follow up with any volunteer who has not given you their preferred shadow sessions
  + Training day is led by Director of Animal Care and Behavior
* Discusses basic animal handling care and safety
  + After training, contact dog volunteers leading shadow sessions and advise who will be joining them on the scheduled shadow dates
* Follow up from Orientation/Training
  + After new volunteer has attended both orientation/training and set up any needed shadow times enter the following information
  + Enter email addresses into volunteer email
    - [volunteer@hswestmi.org](mailto:volunteer@hswestmi.org), Password: volunteer123
  + Go to “Contacts” and add email
  + Add to volunteer log in computer
  + Google forms
  + Add by last name in alphabetical order
  + Create name tag
    - First Name, Last Name (first initial)
  + Reach out to new volunteers and let them know they are now in the email & volunteer system and now have a name tag.
  + Remind them to purchase a volunteer t-shirt at the front desk
  + Cat volunteers can email you their volunteer schedule upon completion of cat training.
  + Adoption Counselors
    - Attend orientation
    - Set up individual training with Volunteer Coordinator
    - Volunteer Coordinator goes over basic information
    - Animal handling training is set up
    - New Adoption Counselor shadows current Adoption Counselors until they are comfortable (suggest a minimum of observing 4 dogs and 3 cats and have current counselors observe new counselor a minimum of 4 dogs and 3 cats
    - Have new Adoption Counselor contact Volunteer Coordinator when shadowing in complete.  Volunteer Coordinator will add to volunteer schedule
* One month later
  + Send an email to just new volunteers who attended the most recent orientation
  + Ask how things are going
  + Host an optional check in meeting (especially for dog volunteers)
  + Basic handling and answer any questions they have now that they are on their own.

**Reference Documents**

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**Revision History**

Created 11-5-18