



Volunteer Handbook



San Antonio Humane Society
4804 Fredericksburg Road
San Antonio, TX 78229
210-226-7461

Brooks Spay/Neuter Clinic
8034 City Base Landing
San Antonio, TX 78235
210-963-7150

SAhumane.org

A message from the Volunteer Coordinator

Thank you for your interest in the San Antonio Humane Society (SAHS) Volunteer Program. We know your time is valuable and we appreciate that you're thinking about spending some of it with us! Volunteers are vital in helping us continue our mission to protect and improve the lives of dogs and cats in our community. The information provided in this training is intended to provide you with an overview of the SAHS volunteer guidelines and opportunities. If you have any questions or concerns please contact Sarah Rihn, Volunteer Coordinator, by emailing volunteer@SAhumane.org.

~ Sarah Rihn, Volunteer Coordinator



San Antonio Humane Society History, Mission & Core Values

History

The San Antonio Humane Society (SAHS) is a 501(c)(3) nonprofit, limited intake, no-kill organization that has served Bexar County and its surrounding areas since 1952. The SAHS shelters, medically treats, and rehabilitates thousands of dogs and cats every year. Many of the dogs and cats in our care have been abused, injured, surrendered by their owners, or found as strays. As a no-kill organization, every treatable pet in our care stays in our care until they find a home or necessary placement with another no-kill organization. No pet in our care is ever euthanized to create space. Thousands of dogs and cats in San Antonio and its surrounding areas are saved from euthanasia every year due to the mission and practices of the SAHS.

Through our adoption, volunteer, foster, spay/neuter, and educational programs, we inform and educate the public on the importance of responsible pet ownership. We serve as one of the largest dog and cat adoption organizations in San Antonio, Texas, helping to decrease the community's large pet overpopulation problem in a humane manner. As a local nonprofit, we are not affiliated with the Humane Society of the United States (HSUS). We do not receive funding from the federal government, the HSUS, or the American Society for the Prevention of Cruelty to Animals (ASPCA).

The most effective way to positively change your local community is by donating to your local nonprofit.

Mission

To protect and improve the lives of dogs and cats by providing shelter, care, adoption, rescue, spay and neuter programs, and community education.

Vision

To end pet over-population and to create a community where every dog and cat is treated with respect and compassion, and has a permanent and loving home.

Volunteer Mission

To aid the SAHS in their mission to protect and improve the lives of dogs and cats by donating time and talents to care for the pets, support staff in their daily activities, and assist in Connecting Friends for Life.

San Antonio Humane Society Values

Customer Service

- We treat every customer, internal and external, with courtesy.
- In order to meet our customers' needs, we strive to learn about each pet and to promote each pet to customers.
- We greet our customers when they enter our work areas and thank them when they leave.
- We provide quick, responsive service.

Adaptability

- We are willing to accommodate unpredictability in the workplace.
- We are willing to accept challenges.
- We are willing to consider other's perspectives and remain open-minded.

Respect

- We listen to others and acknowledge their needs.
- We practice patience and tolerance of others.
- We are honest with ourselves and with others.
- We demonstrate care and understanding with all animals in our shelter.

Responsibility

- We are punctual and ready to work at our scheduled time.
- We complete our assigned jobs in a timely manner.
- In leading by example, we strive to be experts in our field by educating ourselves through experiences and learning.

Integrity

- We are trustworthy and strive to do the right thing.
- We observe, follow through, and honor our word.
- We make sound decisions and are not easily influenced by others.

Euthanasia Policies

The SAHS is a limited intake, no-kill shelter. A no-kill shelter saves both healthy and treatable dogs and cats with euthanasia reserved only for unhealthy and untreatable animals. The SAHS has a 98% live release rate.

Our policy is to keep healthy, adoptable, and treatable pets until they are adopted. Because pets are accepted on a space-available basis, we sometimes have to turn them away. This is regrettable, but it prevents us from having to euthanize healthy, adoptable, and treatable pets to make room for more. Therefore, all of our healthy, behaviorally sound, and treatable pets remain in our care until good homes are found.

We evaluate each pet's health and temperament prior to the pet being placed for adoption. We provide treatment for sick and injured pets based on available space and place them up for adoption after their recovery, which can range from a few days to several months. However, some pets arrive too sick or injured for humane recovery. In these instances we must make the decision to end the pet's suffering.

We must also take into consideration the safety and well-being of any potential adopter. Any pet that shows signs of aggression that cannot be modified through behavior training programs will not be placed for adoption. These decisions are not made lightly and every effort is made to rehabilitate pets.

The decision to euthanize is never taken lightly and must be approved by the Chief Veterinarian, the Director of Operations, and the CEO unless a medical emergency arises. As a volunteer you will be exposed to many of the more difficult situations experienced by our staff. While we always welcome questions regarding these difficult decisions, we expect that volunteers respect those decisions and the staff making them. Please contact the Volunteer Coordinator for official communication regarding any euthanasia.

If you are asked by the public about the SAHS' euthanasia policy, please refer them to the front desk.

SAHS Programs & Services

Hours of Operation

Due to Covid-19, the SAHS is temporarily closed to the public.

The SAHS is open to the public from 12pm - 7pm everyday except major holidays. If the hours of operation change for any reason, such as staff training, notices will be on all doors and social media outlets. Volunteers will also receive an email with updated hours.

Adoptions

The SAHS focuses on canine and feline adoptions. All pets are vaccinated upon arrival and will be spayed or neutered before going home. We screen our adopters well, and do our best to ensure that every pet goes to a good home. SAhumane.org/adoption

Receiving

The SAHS receives pets on a space-available basis. Most of the pets brought to the SAHS are either owner surrenders or strays. We also intake pets from several other shelters and rescue groups both inside and outside of San Antonio. SAhumane.org/receiving

Spay/Neuter Services

The SAHS offers low-cost spay/neuter services to the public at both the Leeu Naylor Medical Building and the Brooks Spay/Neuter Clinic. SAhumane.org/spayneuter

Wellness Clinics

Wellness clinics are a great opportunity for members of our community to take advantage of low-cost wellness and preventive services. Wellness clinics are offered at both the Leeu Naylor Medical Building and the Brooks Spay/Neuter Clinic. SAhumane.org/wellnessclinic

Humane Education

Bringing Humane Education into the community is one of our top priorities. During the school year, we take our educational programs to area schools, libraries, and community centers. We also offer educational tours throughout the year and Camp Humane during the spring and summer. SAhumane.com/education

Microchipping

The SAHS microchips all shelter pets and offers microchipping to the public onsite and at certain events, through the 24PetWatch Microchip Identification service.

Disaster Relief

The SAHS is well known for helping with relief efforts for major natural disasters such as Hurricanes Katrina and Rita, and most recently Harvey. We provide temporary shelter for displaced pets and deliver food and other supplies to affected areas.

Rescue and Rehab

At the SAHS, we make every effort to find the best home for the pets in our care. Sadly, many of the dogs and cats that come to us have been abused, neglected, injured or have chronic illnesses. These injured or ill animals are treated based on the funds available at the time of intake or illness. Our rescue and rehab funds allow donors to make a contribution to one of our pets. Donors can pay for an adoption fee through our Guardian Angel Fund, pay for heartworm treatment through our Heartworm Fund, or help injured animals through our Michaels Medical Rescue Fund.



Volunteer Capabilities Overview

The SAHS is an independent non-profit organization relying on the generosity and commitment of volunteers. Whether at the shelter or Brooks Spay/Neuter Clinic, the role of volunteers is to assist the staff in completing daily operational tasks to fulfill the mission and vision of the SAHS. To this end, volunteers of any capacity are expected to safely and efficiently perform any and all necessary tasks related to their assignment. The SAHS is all inclusive and we are dedicated to respecting and accepting the differences of all individuals. With that said, the safety of all individuals and pets within our organization remains our highest priority. The SAHS will consider accommodation requests and will provide reasonable accommodations when possible to enable persons with disabilities to volunteer; however, we reserve the right to restrict or release volunteers according to safety and organizational necessity.

The SAHS does not have the space or resources to provide a therapeutic experience for the sole benefit of a volunteer. Volunteers provide safe operational support to staff by caring for pets until they get adopted. Therefore, we cannot accommodate job coach/client pairs seeking primarily an animal therapy experience. Staff are unable to create projects solely for the benefit of the volunteer.

Please consider the following minimum volunteer capabilities:

PHYSICAL CAPABILITIES

- Quick reflexes and ability to use both hands simultaneously (example: open cage door while handling pet).
- Ability to travel unaided on unpaved, uneven, rugged, slippery and sometimes muddy terrain (both indoors and outdoors), as well as maneuver cramped spaces.
- Ability to bend and squat in order to leash/harness, and/or pick up a pet.
- Ability to stand for significant periods of time while walking dogs, socializing cats, or cleaning cages/kennels.
- Average vision (with or without correction) to move safely throughout the building, distinguish animal body language, as well as read instructions and a pet's paperwork.
- Ability to hear if an animal is giving warnings, such as growling, yelping or hissing.
- Ability to effectively communicate verbally.
- Ability to react quickly in order to prevent dogs or cats from escaping (example: ability to quickly pursue and retrieve any cats or dogs who have escaped from a kennel or cage).
- Ability to cope with a very loud environment due to animal noises.
- Ability to deal with strong and unpleasant odors, fleas, ticks, feces, and possible wounds or injuries to pets in our care.

COGNITIVE CAPABILITIES

- Ability, once trained, to work independently with minimal supervision, while recognizing limitations in knowledge and abilities, knowing when to ask for help if needed.
- If lacking the ability to work independently, whether due to age and/or neurological abnormality, must be able to work alongside a job coach/caregiver with focused attention on the task at hand.
- Ability to read and understand instructions and procedures.
- Ability to understand, remember and follow instructions and procedures.
- Basic reading, writing, spelling and communication skills.
- Ability to problem solve.
- Ability to handle redirection and constructive criticism without responding with negativity.
- Ability to recognize potentially hazardous situations when working with the animals.
- Ability to remain calm with animals who are upset, behave sensitively and confidently, and act appropriately in these situations.
- Ability to communicate professionally and politely.
- Acceptance of the boundaries between the role of the volunteer and the role of the staff.
- Ability to cope with a highly emotionally charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized.
- Maintain a positive attitude and a solution oriented approach to challenging situations, rather than resorting to complaining or gossiping.
- Ability to understand the SAHS policies and procedures and the willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing the SAHS.

Individuals unable to meet the minimum volunteer capabilities outlined above may still volunteer if accompanied by a caregiver or job coach. Please consider the following policies if volunteering with a caregiver/job coach:

- Volunteers must provide their own caregiver/job coach at all times—throughout orientation, training and volunteering.
 - Volunteers or their job coach/caregiver can request an assessment after three months to determine if the volunteer can independently and successfully perform required tasks.
- The caregiver/job coach must accompany their client through orientation, training and while volunteering, and be responsible for their client's schedule, including recording of hours served.

- SAHS cannot provide additional supervision in place of a responsible caregiver/job coach. Any substitute or replacement must first complete our orientation and training process before accompanying a client.
- There should never be more than four volunteers per caregiver/job coach at any time.
- The volunteer, with the assistance of their caregiver/job coach, must be able to perform all tasks necessary to their assignment and follow all safety protocols.
- Job coaches are responsible for staying up-to-date on shelter procedural changes as they occur.



SAHS Volunteer Program Policies

Volunteer Hours & Time Commitments

Volunteer shifts are scheduled between 8am-7pm. If you are scheduled to arrive before we open to the public at noon you will need to enter the shelter through the back gate. If normal volunteer hours change for any reason, volunteers will be notified via email and social media. Volunteers are asked to commit to a minimum of one scheduled volunteer shift per month.

Volunteer Software

The SAHS uses a program called GivePulse to manage our Volunteer Program. Each volunteer creates their own unique username and password when they complete the online volunteer application. This username and password is used to clock in and out at the SAHS and anytime a volunteer needs to log into their volunteer profiles. Volunteers can access their full profiles, sign up for events, and update their information anywhere they have an internet connection by going to sahumane.givepulse.com. A GivePulse tutorial video can be found [here](#).

Recording Volunteer Hours & Service

The SAHS requires all volunteers to log their volunteer service hours. Even if you do not need to personally track your volunteer hours, the SAHS does. We use volunteer hours to document community involvement, which assists us with receiving grants and funding. If volunteering onsite you can simply clock in and out at the volunteer station computer. If volunteering off-site, or if the volunteer computer is not working, you can add your hours from home by going to sahumane.givepulse.com. Any attempt to cheat the system and receive credit for hours not worked will result in dismissal.

Requesting Volunteer Service Verification

GivePulse allows volunteers to print certificates and summaries of all volunteer hours. However, if a volunteer needs signed verification of hours served for work, school, church or court, they must submit an "Hour Request Form" at the volunteer station. Volunteers must fill out the form in its entirety before submitting the form to the Volunteer Coordinator. Incomplete forms will not be processed. **Please allow up to four business days for the Volunteer Coordinator to process your request.** The Volunteer Coordinator will print and sign any documents or letters requested and return your form to the volunteer station for pick-up.

Scheduling & Cancelling Shifts

In response to Covid-19, the SAHS now requires that all volunteer service be scheduled a minimum of 72 hours in advance using the volunteer software. If you cannot make a scheduled shift contact the Lead Staff or Volunteer Coordinator and remove yourself from the on-line schedule as soon as possible so that we have time to fill your spot.

Unexcused Absences

Because we depend on you, the volunteers, to help us help the pets, we take your service very seriously. We will not tolerate no-shows. You will be contacted after your first and second no-show. After three unexcused absences, we will assume that you have changed your mind and are no longer interested in volunteering. You will be taken off the active volunteer roster. A no-show is defined as being assigned to a volunteer shift and not removing your name from the schedule more than 24 hours prior to the shift and/or contacting either the Lead Staff or Volunteer Coordinator.

Dress Code

Volunteers are expected to adhere to the volunteer dress code at all times, unless informed otherwise by the Volunteer Coordinator.

Volunteers must wear the following:

- Volunteer name badge
- Volunteer t-shirt
 - Each volunteer is provided 1 volunteer shirt. Additional t-shirts can be purchased at the front desk for \$10.
- Closed toe shoes that encase the foot
 - No sandals, flip-flops, crocs, or soft-soled shoes (like ballet flats)
- Long pants or shorts
 - No short shorts (shorts must be at least mid-thigh length)
 - No thin fabric like running or yoga pants are allowed
- No dangling jewelry
- Offensive tattoos must be covered (speak with the Volunteer Coordinator if you have a concern about the appropriateness)

Friends and Family

Volunteers are not allowed to bring friends or family to the shelter while volunteering.

Personal Pets on SAHS Property

Volunteers are not allowed to bring their personal pets to the SAHS while volunteering. This is to prevent any possible exposure to contagious diseases and to give our volunteers more time to socialize with our shelter pets.

Personal Belongings

Volunteers should never leave personal belongings in any area of the shelter. You may use the lockers in the break room to store your personal belongings during your shift; however, please remember to bring your own personal lock and take it home with you at the end of each day. The SAHS is not responsible for lost, stolen, or damaged personal belongings.

Cell phones

The SAHS encourages responsible cell phone usage. While we do not want to see volunteers texting or talking on their phones while on the clock, we do encourage our volunteers to use their phones to take pictures and videos of our adoptable pets because cute photos and videos help our pets get adopted! These photos and videos can be shared with staff and volunteers via [email](#) or the [Volunteer Facebook Group](#).

Social Media

Volunteers are invited to join our [SAHS Volunteer Facebook Group](#). This is a closed group for active SAHS volunteers and current staff only. Volunteers use this group to post pictures and videos of SAHS pets, see upcoming events and volunteer opportunities, and communicate with other volunteers and SAHS staff. Please keep all posts SAHS-related and age-appropriate (there are volunteers as young as 12) . Posts that are related to the rehoming of personal pets or strays, asking for medical or training advice of any sort, fundraisers, and/or posts that include vulgar or offensive content/language are NOT allowed.

Representing the SAHS

As a volunteer, you are representing the SAHS at all times, both on and off the clock. You have the power to educate and inspire others in our community about what we do and the wonderful pets we work for. We encourage you to talk to your friends, family and coworkers about our organization in a respectful, positive manner. If you have any issues or concerns with the shelter, please take it directly to the Volunteer Coordinator or Director of Operations. Any disrespectful representation or intentional misrepresentation of the SAHS can be cause for immediate dismissal from the Volunteer Program.

Off-Site Conduct

Volunteers may be asked to represent the agency at events and projects off-site. While representing the agency at these events, volunteers will not be permitted to drink alcoholic beverages or smoke. All volunteers are expected to conduct themselves in a professional and courteous manner and to adhere to the SAHS Core Values. Any violations of this policy can be cause for immediate dismissal from the Volunteer Program.

Drug and Alcohol Policy

Under no circumstances is a volunteer to come to work under the influence of drugs or alcohol. If you are suspected of being under the influence of drugs and/or alcohol, you will be asked to leave and you may be dismissed from the Volunteer Program.

Weapons/Firearms Policy

Volunteers are not allowed to bring any weapons/firearms, concealed or otherwise, on our property at any time.

Receiving/Intake

Employees and volunteers are required to adhere to the same receiving policies as the general public. As a reminder, the SAHS is a limited-intake, no-kill facility and we never euthanize for space. We regularly operate at full or near full-capacity. While we'd love nothing more than to take every single pet that comes through our doors, we simply are not capable of that at this time. The health, comfort and safety of the pets currently in our care is always our priority. For more details about our receiving policy please visit SAhumane.org/Receiving.

In-kind Donation Items

Our community donates items with the intent of supporting our mission, shelter, and needs of the community. This is not to say that our staff or volunteers are exempt from this service should they be in need of similar items, but that the same procedures must be followed as if they were a community member accessing SAHS donations. This includes purchasing the items at low cost once on the retail floor, accessing our pet food storage area or donation bin and ensuring that all items leaving the building are accounted for (including discarded items).

Property of the SAHS

From time to time the SAHS takes pictures and/or videos for publicity and advertisement purposes on the SAHS premises and at events. Once used for their intended purposes, they become the sole property of the SAHS, and neither employees nor volunteers have any rights to possess them without written permission from the President/CEO. The SAHS and any person it may authorize shall be entitled, without further consent, to copyright, sell, or use in any manner, any photograph and/or video of a SAHS volunteer, employee, facilities, or grounds at the SAHS.

Other property of the SAHS, including, but not limited to, cameras, computers, typewriters, cage dryers, water hoses, etc. will not be removed without the express written approval of the President/CEO or designated representative.

Discipline

The SAHS believes that volunteers are motivated to do what is best and are accountable for their actions. However, the SAHS requires volunteers to adhere to certain “rules of conduct” to maintain a peaceful, efficient and effective work environment. All volunteers are at-will, meaning that their volunteer status can be revoked at any time, for any non-discriminatory reason, without cause by either the volunteer or the SAHS. Volunteers who commit minor violations of the Volunteer Policies and Procedures will first be verbally counseled in an effort to correct the issue immediately. Continued violations can result in additional counseling or dismissal. Serious violations can result in immediate dismissal without counseling or notice.



Health and Safety

SAHS staff and volunteers should be aware of certain health risks. Updating your tetanus vaccination is strongly recommended. Washing your hands regularly, adhering to the dress code, wearing gloves when cleaning pet waste, and reporting any injury that occurs while volunteering to the Volunteer Coordinator immediately are the best defenses against possible health hazards.

Incident and Bite Reports

It is the policy of the SAHS to provide and maintain a safe working environment for all staff and volunteers. We encourage staff and volunteers to be aware of safety procedures and report any unsafe conditions to a supervisor immediately. The SAHS volunteer fee covers insurance for all volunteers in the case of work related accidents or injuries. However, it is imperative that any incidents be reported immediately, regardless of how minor it may seem at the time. You will be asked to complete an incident report and if medical attention is necessary you will be instructed as to your options and/or taken by a staff member to receive treatment.

****The SAHS is not responsible for and will not be held liable for occurrences that take place once the volunteer leaves the premises (at the SAHS or off-site SAHS events).****

Zoonoses

Zoonoses are diseases and infections that are naturally transmitted between animals and humans. Many are transmitted through physical contact, but others are passed through mosquitoes, ticks and fleas. If you become ill, notify your physician of the extent of your exposure to animals to aid in your treatment. Some examples of Zoonotic diseases are Lyme disease, anthrax, rabies, E. coli, West Nile virus, and Rocky Mountain Spotted Fever.

Disease and Your Pets

The SAHS vaccinates each animal at intake. We do our best to ensure all of the pets in our care are healthy; however there are times that animals can be harboring a disease without showing any signs or symptoms. One way to keep your personal pets safe is by keeping them up to date on their vaccines. We also recommend that volunteers change their clothes after volunteering and before handling personal pets. This is especially important if you have recently adopted a puppy or kitten because they are more susceptible to disease and infection.

Harassment

Harassment in any form, verbal, physical or visual, is strictly against agency policy and will result in corrective action or volunteer termination. If you believe you have been the victim of harassment, report it immediately to the Volunteer Coordinator or any other supervisor.

Sexual Harassment

The SAHS is committed to providing a work environment free of sexual harassment. No supervisor, manager, employee, or volunteer shall threaten or suggest, either explicitly or implicitly, that submission to or refusal to submit to sexual conduct will in any way affect an individual's volunteer status with the SAHS. Unwelcome conduct of a sexual nature, includes, but is not limited to:

1. Sexual advances or propositions
2. Uninvited touching
3. Sexually related comments and jokes
4. Graphic comments about a person's body
5. Sexually degrading words used to describe an individual
6. Display of sexually suggestive, explicit, or offensive objects or pictures is strictly prohibited and will be grounds for disciplinary action.

Each SAHS volunteer has a right to expect an environment free of such conduct, and no person's duties, hours, or other conditions of volunteer service will be affected because he or she refuses to submit to or tolerate such conduct.

Any volunteer who feels that he or she is being sexually harassed in any manner by a supervisor, manager, volunteer, customer, employee, or other person should immediately bring the matter to the attention of the Volunteer Coordinator or any supervisor on duty.

Complaints of sexual harassment will receive prompt attention and will be handled in a confidential manner to every extent possible. Violations of this policy will immediately be halted and prompt disciplinary action may be taken, up to and including dismissal as a volunteer.



Court Mandated Community Service

Court Mandated Community Service hours are available at the SAHS for individuals needing to complete hours for minor traffic violations only.

You must meet the following guidelines to be considered for the program:

- Provide court documentation stating the offense, number of hours to be completed, and the date they must be completed by
- Submit to and pass a background check
- Be at least 16 years of age

Court Ordered Volunteer positions are scheduled, revolve around cleaning and shelter maintenance, and consist of little to no animal interaction.



SAHS Volunteering & Covid-19

Covid Screening Questionnaire

As part of our COVID policy the SAHS requires anyone spending time on campus to complete a 10 question health survey and temperature check. Volunteers are able to complete this survey at home prior to your scheduled volunteer shift using this link: [SAHS COVID-19 Symptom Check Questionnaire](#). Individuals that do not complete this questionnaire prior to their arrival will not be able to volunteer.

SAHS Mask Policy

The SAHS requires that every individual wear a mask when on the SAHS campus and appropriate social distancing is not attainable.

Volunteer Capacity Guidelines

Due to Covid-19 and our current state of construction, no more than 20 volunteers are allowed on campus at any one time. This is why it is important to make sure to adhere to your scheduled shift's start and end times.

Volunteer Schedules

Due to our current capacity restrictions, volunteers are required to sign up for scheduled shifts at least 72 hours in advance. Supervisors are provided with a list of scheduled volunteers daily (sometimes multiple days in advance). Any volunteers that are not on the list will not be allowed on campus to volunteer.

At Home Volunteer Opportunities

Volunteers are now able to earn volunteer hours by completing volunteer tasks from home. For example, volunteers can donate handcrafted items like pet beds and face masks to the SAHS and record the time spent crafting the items for hours. Volunteers can also watch approved webinars and/or complete online training sessions for hour credits.

Volunteer Agreement

- > I hereby agree to accept a position as a volunteer worker for the San Antonio Humane Society (herein referred to as SAHS), and in doing so I agree to comply with all of the rules and regulations established by the SAHS. I understand that failure to do so may result in my immediate termination as a volunteer.
- > I will complete the required orientation and will read and understand the SAHS Volunteer Handbook.
- > The SAHS is a values-based, all-inclusive organization with respect being at the forefront. I understand that all volunteers are expected to represent the SAHS in a professional manner while volunteering and act socially responsible within the community. Any volunteer affiliated with the SAHS is to refrain from engaging in any activities or public conversations that may create conflict.
- > I understand that I am to adhere to the volunteer dress code at all times while volunteering.
- > I acknowledge that my services are provided on a strictly volunteer basis, without any pay or compensation of any kind, and without liability of any nature on behalf of the SAHS. All services to be performed are at my own risk.
- > I recognize that in handling animals and performing other volunteer tasks there exists a risk of injury including physical harm caused by the animals. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless the SAHS, its agents, servants, and employees from any and all claims, causes of action, or demands or injuries which may be incurred or sustained by me in any way connected with my services for the SAHS, including but not limited to animal bites, accidents, or injuries.
- > I will not use, be under the influence, or bring alcoholic beverages or illicit drugs to my volunteer assignment.
- > I will not engage in public displays of affection when at my volunteer assignment.
- > I recognize that all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other items belonging to the SAHS and/or bearing their logo and/or name, are its sole property and may not be disseminated, and/or used/published/sold without the written consent of the Volunteer Coordinator.
- > I also recognize that I may not publicly represent the SAHS to media organizations, including advertisements, press releases, articles, interviews, etc. without express written or verbal approval from the Director of Development & Public Relations or the President/CEO.
- > I understand that public relations is an important part of volunteering at the SAHS. On behalf of myself, my heirs, personal representatives, and executors, I hereby allow the SAHS to use any photographs and/or video taken of me for use in public relations efforts which include the following: SAHS official website, all social networking sites, media appearances, and/or various non-related website.

VOLUNTEER CONFIDENTIALITY AGREEMENT

It is the policy of the San Antonio Humane Society (herein SAHS) that volunteers of the SAHS may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the SAHS to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom SAHS has authorized disclosure. *Volunteers shall use confidential information solely for the purpose of performing services as a volunteer for the SAHS. This policy is not intended to prevent disclosure where disclosure is required by law.

Volunteers must exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information. Conversations in public places, such as at outreach events or while on the SAHS campus, should be limited to matters that do not pertain to information of a sensitive or confidential nature. In addition, volunteers should be sensitive to the risk of inadvertent disclosure and should, for example, refrain from leaving confidential information on desks or otherwise in plain view.

Additionally, the SAHS has a zero tolerance policy for any actions that defame the SAHS, its staff, volunteers, SAHS animals, or any other organizations while representing the SAHS at outreach events, on social media sites, or any other public venue. Violation of this policy will be cause for dismissal as a volunteer. Comments on personal/social media pages that defame SAHS, staff, volunteers, SAHS animals, and/or other organizations, will also be a cause for dismissal as a volunteer.

At the resignation or removal of a volunteer, he or she shall return, at the request of the SAHS, the volunteer badge. No documents, papers, and other materials, regardless of medium, containing confidential information should be in the possession of a volunteer. Violation of the above confidentiality agreement will be cause for dismissal as a volunteer. No refund will be made.

