

Citizens Project Volunteer Handbook



Humane Animal Welfare Society

701 Northview Rd.
Waukesha, WI 53188
www.hawspets.org

Volunteer Coordinator:
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What is the Citizen Project?

The program, funded by a grant from Diversified Insurance Solutions in Brookfield, WI, targets area teens, ages 14-17, who have been ordered by the court system to complete community service. Patterned after similar successful programs around the country, juvenile offenders are paired with animals in order to build a variety of skills – effective communication, responsibility, empathy, nurturing, and confidence. Youth will engage in animal training and learn how to change the animals' behavior using positive reinforcement techniques. Other types of service activities such as housekeeping and yard and garden maintenance are also part of the program. A survey that the student completes before and after the program serves as a useful tool to gauge growth and success in the program.

Program Curriculum

Six consecutive weeks

Every Tuesday, 4:00pm-5:30pm - Humane Education Classroom Activities, Animal Interaction & Training

Every Thursday, 4:00pm-6:00pm - Volunteer Service – housekeeping or outdoor maintenance duties

Successful Program Completion

- Student must be present for all twelve sessions and actively participate in all program activities, including the pre and post program surveys, and comply with all program guidelines and policies outlined in this handbook. A letter indicating that the student is enrolled in the program will be provided upon request; however service hours will not be verified for the court system until the student completes the six week program in its entirety, including the post-program survey.

Attendance

- Students must inform the HAWS Volunteer Coordinator of an absence at least one hour prior to class. Two offenses (absences not reported in advance) will result in termination from the program.
- A maximum of two make-up days will be permitted and these must be arranged in advance with the Volunteer Coordinator.
- A third absence will result in termination of program privileges.
- Students must arrive at the shelter 5-10 minutes prior to start time.
- Any student that arrives more than 5 minutes past start time will be required to forfeit that class and make arrangements with the Volunteer Coordinator to schedule a make-up day.

Rules of Conduct

- Students must be respectful of fellow classmates and program leaders at all times.
- Animals must be handled gently at all times, using the positive reinforcement techniques that are taught. Rough handling or shouting at the animals is grounds for dismissal from the program.
- Students will be working in view of shelter guests and therefore must conduct themselves in a professional manner at all times
- Foul language will not be permitted
- No smoking on shelter premises except in your own vehicle. No smoking breaks will be permitted during program hours.
- Students must not arrive under the influence of alcohol or recreational drugs.
- Cell phones must be left in your vehicle or turned in to the program leader upon arrival at the shelter.
- Beverages such as soda or water are permitted.
- Posting photos or information about the shelter or shelter or animals on social media is not permitted without prior consent from your HAWS program leader.
- Please respect the privacy of our guests and do not engage in conversation with guests in the lobby or at the reception guests.
- Interacting with animals that are in the lobby is not permitted.
- Failure to follow rules of conduct may result in termination of program privileges.

Dress Code

- Casual, but neat.
- Loose fitting clothes.
- No torn or frayed clothing.
- No potentially offensive graphics.
- Long pants and long sleeves are recommended.
- Pants must be worn at waist. No exposed undergarments.
- Clothing might be stained, snagged or torn while volunteering. Don't wear clothing that you do not want ruined. HAWS is not responsible for damage to your clothing.
- Shoes that provide full coverage and have good traction are required at all times.
- Jewelry must be kept to a minimum. No large or dangling jewelry; this may pose a risk to you or the animals.
- Students that arrive without proper dress or shoes will be asked to leave and will be required to attend a make-up session.
- Name tags are provided and must be worn at all times.

Volunteering after Program Completion

Upon successful completion of the Citizens Program, students who would like to continue on as a regular volunteer at HAWS may discuss this with the Volunteer Coordinator. Training classes will likely be required.

Copy of the Citizens Project Volunteer Agreement

(Please keep this copy. A separate copy will be provided for the student to complete and turn in.)

____ I have received a copy of the HAWS' Citizens Project Volunteer Handbook.

____ I understand that it is my responsibility to abide by all HAWS' policies set forth in this Volunteer Handbook. I further understand that the procedures, working conditions, and policies described in the Volunteer Handbook are subject to change at any time by HAWS.

____ I understand that HAWS' reserves the right to terminate my volunteer privileges at any time due to non-compliance with policies outlined in the Volunteer Handbook.

____ I understand that HAWS performs background checks on prospective volunteers. A conviction does not constitute an absolute bar to volunteering. Underlying circumstances at the time of the offense may be taken into account, and a conviction may be considered only as it may relate to the volunteer position you are seeking.

____ I understand that as a volunteer of HAWS I have access to information of a confidential nature. I understand that all oral and written communication is privileged and confidential including but not limited to committee reports, financial reports, policy statements, procedural instructions and the like, and that I may not discuss the confidential proceedings outside the scope of these guidelines. I also understand that any violation of this policy may be the basis for the immediate termination of my position at HAWS.

____ My signature indicates that I understand that in handling animals for HAWS in a volunteer capacity there exists a risk of injury or sickness, including personal injury or harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless HAWS, its agents, officers and directors from any and all claims, causes of actions or demands, of any nature or cause connected with my Volunteer Agreement. This might include connection with my volunteer services based on damages that may be incurred or sustained by me in any way. Such damages might include, but are not limited to animal bites, accidents, injuries and personal property damage. If I have any reason to suspect I am pregnant, HAWS recommends I ask my physician about working with cats.

____ I understand that the use of alcoholic beverages or controlled dangerous substances will not be allowed on or off the premises while serving in a volunteer capacity for HAWS.

____ I understand that public relations are an important part of volunteering with HAWS. I agree, therefore, on behalf of myself, my heirs, personal representatives and executors to allow HAWS to use any photograph or video recording taken of me for use in public relations efforts. Any photographic or video images that I produce, in a voluntary capacity, will become the sole property of HAWS and as such, they may use them in any way they see fit.

____ I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FORGOING VOLUNTEER AGREEMENT AND RELEASE AND THAT I WILL COMPLY WITH THE SAME.

Participant Signature

Date

Parent or Guardian Signature

Date