

VOLUNTEER

MANUAL



CREATING A WORLD WHERE PETS AND PEOPLE
LIVE HAPPY, HEALTHY LIVES TOGETHER.

OUR MISSION

**TO PROTECT
ANIMALS
FROM CRUEL,
NEGLECTFUL, AND
EXPLOITATIVE
TREATMENT.**

ABOUT US

Since the early 1930's the Halifax Humane Society's only mission has been to protect animals from cruel, neglectful, and exploitative treatment. The organization is a 501(c)(3) public charity serving the animals and people of Volusia County, including the beach communities of Daytona Beach, Ormond Beach, Port Orange, Ponce Inlet, and New Smyrna Beach.

Today, the Halifax Humane Society is headquartered in the Lohman Pet Adoption Center, 2364 LPGA Blvd., Daytona Beach. The Halifax Humane Society also operates the Redinger Spay and Neuter Clinic at 600 Mason Rd., Daytona Beach, and the Halifax Humane Society Thrift Store at 385 S Yonge St, Ormond Beach. Combining all programs, the Halifax Humane Society cares for upwards of 15,000 dogs and cats each year.



OUR VISION

**A WORLD WHERE
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HEALTHY LIVES
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OUR BELIEFS

Every community has a responsibility to its companion animals and should demand that they receive the care and respect they deserve. Halifax Humane Society operates by these nine tenets:

- We ensure every unwanted or homeless pet has a safe place to go for shelter and care.
- We place every healthy and safe animal into adoptive homes, rescue organizations, or sanctuaries. Our criteria for animal placement include that animals have no signs of clinical disease or have evidence of disease that has a good or excellent prognosis for a comfortable life, AND have not exhibited behavior that is likely to result in significant injury or death to another animal or person.
- We assess the medical and behavioral needs of homeless animals entering our shelter and ensure these needs are thoughtfully addressed.
- We alleviate suffering and make appropriate euthanasia decisions.
- Our programs and policies align with the needs of the community.
- We enhance the human-animal bond through thoughtful open adoptions and thorough post-adoption support.
- When we transfer animals between communities, we consider the health and wellness of the individual animals and the impact on each community.
- We allow animals to thrive by creating opportunities and providing resources to diverse voices across the communities we serve.
- We foster a culture of transparency, ethical decision-making, mutual respect, continual learning, and collaboration.

HALIFAX HUMANE SOCIETY VOLUNTEER PROGRAM

Volunteers play an integral part in fulfilling the mission of Halifax Humane Society. By simply committing to a recurring, seasonal, or episodic service schedule, Halifax Humane Society volunteers are able to provide support, expertise, time, experience, ideas, and energy towards projects and tasks that make the center a welcoming and memorable experience for all.

Lastly, the volunteer program at Halifax Humane Society is powered by Uncover Volusia County, uncovervc.org. UVC creates positive social impact through civic engagement services and programs that connect people and spark action, including volunteer management. Learn more about its parent organization, Uncover KC, at uncoverkc.org.



VOLUNTEER REGISTRATION

Interested volunteers can apply online through our volunteer management system, Galaxy Digital. You can sign up by going to our website at halifaxhumanesociety.galaxydigital.com and navigating to our volunteer page. From there, follow the link to the new volunteer signup. Volunteers can also contact us at volunteers@halifaxhumavonesociety.org to get started.

New volunteers are required to attend a volunteer orientation session, which is hosted every week. These are in-person orientation sessions designed to provide you with an overview of the available opportunities, as well as the volunteer community guidelines and policies. Please note that some episodic-based opportunities do not require orientation. Once orientation is complete, volunteers will have access to all current volunteer opportunities and training. Some opportunities require additional training and/or an interview.

Qualified applicants will not be offered or denied a volunteer position based on race, creed, religion, ethnicity, sex, age, or sexual orientation. The physical demands of the volunteer opportunity will also be included in the description. If you have any questions regarding the positions or our policies, please don't hesitate to contact the volunteer department via email.

Animal Shelter Support	Behavior & Training (Open Paw)	Veterinary Services & Fostering	Community Engagement (Events & Outreach)
Animal Admissions	Open Paw Manners & Skills Training (Levels 1 & 2)	Shelter Medicine Program	Fundraising & Marketing
Pet Adoptions	Basic Obedience & Real Life Skills (Open Paw 3 & 4)	Public Spay/Neuter Clinic	Community Relations
Safety Net Programs	Prison Dog Training Program	Foster Home Program	Volunteer Program
Lost & Found	*Behavior Modification	Emergency Medicine	Thrift Store
Animal Care	*Public Dog Training	*Community Medicine	*Humane Education

NIBBLES & BITS

COURT APPOINTED COMMUNITY SERVICE

Halifax Humane Society offers the opportunity for individuals to complete court-mandated community service hours. All applicants must be at least 18 years old, approved and complete an in-person overview of duties. Duties include light grounds maintenance, general upkeep, and housekeeping. Applicants may also have the opportunity to support shelter operations by assisting in Kong preparation. Applicants who have been convicted of animal neglect or abuse, violent crimes, sexual charges, theft of any kind, and some drug charges are not eligible for the program.

ANIMAL SHELTER SUPPORT

Volunteering in the animal shelter is one of the most exciting and rewarding experiences at Halifax Humane Society. Opportunities in this program area include participating in every aspect of shelter operations, helping with pet adoptions at both shelter and off-site locations, staffing the front desk, photo shoots to promote pet adoptions, promoting Petco Love Lost, our lost and found service, ensuring the shelter's laundry needs are met, and assisting in our retail pet supply store.

BEHAVIOR & TRAINING (OPEN PAW)

Our Open Paw program teaches shelter dogs and cats manners and skills that prepare them for successful adoptions and lasting homes. Open Paw promotes friendly interactions and desensitization to unfamiliar people, ensuring each animal is ready for life in a new family. Open Paw equips our animals with vital social skills, including how to greet people politely, what items are appropriate to chew or scratch, housetraining, and leash walking. Our staff also gains valuable insights into each animal's personality and behaviors through the daily handling and training of shelter animals, which helps us match pets with their perfect homes.

Volunteers are the backbone of the Open Paw Program. From 7 a.m. to 6 p.m., seven days a week, they walk dogs, prepare KONGs, cuddle cats, and provide basic grooming—like brushing and baths—for all shelter pets.

VETERINARY SERVICES & FOSTERING

Here at Halifax Humane Society, we're big advocates for spaying female pets and neutering male pets. In addition to preventing unwanted litters, altering your pet before maturity (at 4–6 months old or before a female's first heat cycle) offers the best protection against serious health issues and the development of negative behaviors. Each year, our skilled veterinarians, with more than 200 years of combined veterinary experience, perform over 10,000 spay and neuter surgeries for owned pets at the Redinger Spay and Neuter Clinic and for shelter pets at our Lohman Pet Adoption Center.

We offer volunteer opportunities in both our main campus and Redinger locations. As a volunteer, you help prepare the clinic for upcoming surgeries and assist with monitoring animals recovering from their procedures.

COMMUNITY ENGAGEMENT (EVENTS & OUTREACH)

Halifax Humane Society hosts community fundraisers and educational events. From our annual Mutt Strut festival to our formal Fur Ball gala, these events offer a wide variety of volunteer opportunities. In addition to our signature events, the Halifax Humane Society hosts community events throughout the year, where volunteers are at the heart of what we do. Our events and community outreach volunteers support Halifax Humane Society staff and represent the mission of Halifax Humane Society. Become an ambassador for Halifax Humane Society by joining the events and community outreach team.



YOUR VOLUNTEER COMMITMENT

When you sign up as a volunteer, we ask that you:

- Have regular access to the Internet and an email address. Email is our main form of communication to share information, such as volunteer instructions, opportunities and confirmations.
- Use the Volunteer platform to schedule your volunteer shifts and log your volunteer hours as applicable.
- Dress comfortably and appropriately, including wearing your Halifax Humane Society Volunteer t-shirt and name tag. No rips, fading, or frays should be present. Closed-toe shoes are always required. Please avoid wearing clothing that reveals your stomach, thighs, and buttocks.
- In the rare event that you are injured while volunteering, it is mandatory that you complete an incident report. Please report the incident to a staff member on duty and notify the volunteer department at volunteers@halifaxhumanesociety.org.

EXPECTATIONS FOR VOLUNTEERS

- Volunteers must complete general orientation, as well as any other specific training the staff may require for specific assignments.
- Please check your email regularly, as this is our primary form of communication. A digital newsletter will be sent out twice a month to provide volunteers with streamlined communications for news and service opportunities via Summa.
- Depending on assignment frequency, volunteers are asked to show up 10 minutes before their volunteer shift begins to prepare properly.
- Wear identification provided by Halifax Humane Society throughout your shift and comply with procedures.
- Keep personal phone calls to a minimum. If a phone call lasts over two minutes, kindly step outside to continue the call.
- Kindly decline any offering of gratuity for services provided to patrons. Instead, please direct them to the donation box admissions or the Halifax Humane Society website.
- Please track your hours regularly!

YOUR VOLUNTEER PROFILE

Create and update your volunteer records. Please include your photo, email address, mailing address, phone number(s), and the name of your emergency contact. Your name and address will not be sold, traded, or given to any other organization.

- Each week, check that your volunteer hours are accurate on the volunteer platform. This record of your hours is used to recognize your contribution, to show potential donors and funders that we are supported by community members, and in grant reports.
- At each shift, complete assignments for which you volunteer. If you are unable to attend your shift, please unregister on the volunteer platform as soon as possible.

VOLUNTEER BENEFITS

We truly appreciate your hard work and commitment to helping save the lives of these amazing animals. Depending on where you decide to volunteer your time and talents, you may:

- Be provided with opportunities to move into volunteer lead and mentorship positions.
- Receive special invitations to events and activities.
- Eligible to attend professionally designed volunteer development training.

Halifax Humane Society is in the process of developing a volunteer appreciation program that will be announced soon.



NIBBLES & BITS

MEAL BREAKS

Most volunteer shifts only last between 2–4 hours.

If your shift is longer, lunch and meal breaks can be scheduled with the volunteer's assigned staff lead.

TIME TALENT TREASURE

As a valued volunteer, your time and compassion make a meaningful difference in the lives of the animals we serve. If you're inspired to do even more, please consider donating to Halifax Humane Society. Every gift—no matter the size—helps provide food, shelter, medical care, and a second chance for thousands of animals each year.

Your generosity supports critical programs like pet adoption, spay/neuter services, community outreach, and emergency rescues. Whether it's a one-time gift, a recurring donation, or a tribute in honor of a beloved pet, your support creates a lasting impact.

To make a donation or learn more about giving opportunities, visit [Donate Now - Halifax Humane Society](#). Together, we are changing lives—one paw at a time.

CANCELLATIONS AND 'NO-SHOWS'

If you are not available to complete the volunteer shift(s) for which you have registered, please log into the Volunteer Platform and cancel your shift(s) or contact the Volunteer Manager as soon as possible. Volunteers who no-show more than 3 times may be removed from the program.

ATTENDANCE POLICIES AND PROCEDURES

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of our mission. For that reason, we ask that you please do not commit to something that you may be unable to fulfill or take on responsibilities for which you feel unqualified. Volunteers are expected to commit six or more hours to volunteering with Halifax Humane Society per month. Please do not hesitate to contact the volunteer department if you need to cancel your shift within 24 hours.

INACTIVE VOLUNTEERS

If you do not volunteer for more than 6 months, your status will be made 'inactive' and your profile will be archived. After 6 months, all archived profiles will be deleted, and a volunteer must restart the program, beginning with a new volunteer orientation.

DRESS CODE

All employees and volunteers need to project a professional image while at work by dressing appropriately. We are generally casual at the Halifax Humane Society, and we kindly ask that you wear a Halifax Humane Society Volunteer t-shirt and name tag during your volunteer shift. No rips, fading, or frays should be present, and no skirts or “short-shorts”. Closed-toe shoes are always required. No offensive/religious/political T-shirts. Halifax Humane Society is confident that employees and volunteers will use their best judgment regarding attire and appearance.

CONDUCT POLICY

A positive and professional attitude is crucial to the culture and mission of the Halifax Humane Society. Volunteer service at Halifax Humane Society will cease for any of the following behaviors or actions:

- Use of alcoholic beverages or illegal drugs while serving or appearing for duty under the influence of alcohol or drugs.
- Theft or unauthorized removal of property from the facilities, employees, fellow volunteers, clients, or any others.
- Misusing, destroying, or damaging the property of Halifax Humane Society, employees, volunteers, or visitors.
- Fighting on the site.
- Bringing dangerous or unauthorized materials such as explosives, firearms, or other similar items.
- Harassment of a paid or volunteer staff member, visitor, or any person at Halifax Humane Society.

Additionally, volunteers must maintain good organizational standing to continue serving with Halifax Humane Society. Examples of behaviors or actions that will result in immediate termination of service include:

- Unsatisfactory performance.
- Insubordination, including improper conduct toward a supervisor.
- Altering or falsifying any timekeeping record.
- Falsifying or making a material omission on a volunteer application or making erroneous entries or material omissions on Halifax Humane Society records.

DRUGS & ALCOHOL

Halifax Humane Society is committed to providing a safe, efficient, and productive environment for all employees and volunteers. Using, possessing, or being under the influence of drugs or alcohol at the facility poses serious safety and health risks. While on Halifax Humane Society property and while conducting business-related activities off premises, no volunteer may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted at the facility only if it does not impair a volunteer's ability to perform essential functions of the job effectively and in a safe manner that does not endanger others.

NON-DISCRIMINATION POLICY & HARASSMENT

Halifax Humane Society is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's gender, sexual identity, sexual orientation, race, color, national origin, age, religion, disability, or any legally protected characteristic will not be tolerated and are grounds for termination of the volunteer.

If you experience or witness sexual or other unlawful harassment in the workplace, report it to the Volunteer Manager or a Halifax Humane Society manager immediately. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual and other harassment will be quickly and discreetly investigated.

TREATMENT OF ANIMALS

- Volunteers shall treat the animals in a caring and humane manner at all times.
- Harsh voice commands and extreme leash tugging will not be tolerated.
- Treating an animal in less than a humane way is cause for immediate dismissal.

CONFIDENTIALITY & MEDIA POLICY

Confidential information obtained during volunteer time may not be used for the purpose of obtaining any personal gain or profit. At no time should a volunteer disclose nonpublic or sensitive information to an individual outside of the Halifax Humane Society Staff.

Any questions or requests made by members of the media — print, news, photography, filming — must be directed to the volunteer department.

VOLUNTEER FEEDBACK

Halifax Humane Society recognizes that an efficient, successful organization and a satisfied volunteer team go hand-in-hand. We take volunteer concerns seriously. The volunteer department has an open-door policy; staff welcome your concerns, suggestions, and feedback. We make every effort to ensure you can provide feedback in confidence and without fear of reprisal or discrimination.

CONTACT INFORMATION

Halifax Humane Society

2364 LPGA Blvd.

Daytona Beach, FL 32124

volunteers@halifaxhumanesociety.org

NIBBLES & BITS

EMERGENCY PROCEDURES

In the event of a serious accident, emergency, or fatality, the Halifax Humane Society staff person in charge at the scene will follow established emergency procedures. Remain calm and be prepared to follow instructions given by the staff person.

In the event of a fire: proceed in an orderly fashion to the nearest exit.

THANK YOU!

Volunteers like you are one of the keys to saving the lives of countless pets across the country. Thank you so much for caring about the animals and for dedicating your time, energy, and affection to them. We wish you a long, happy, and rewarding relationship with Halifax Humane Society!



**Halifax Humane Society
Lohman Pet Adoption Center**
2364 LPGA Blvd.
Daytona Beach, FL 32124
(306) 274-4703

Redinger Spay & Neuter Clinic
600 Mason Avenue, Suite #150
Daytona Beach, FL 32117
(386) 202-6633

Thrift Store
385 S. Yonge Street
Ormond Beach, FL 32174
(386) 322-7717

HalifaxHumaneSociety.org