



***THIS SHEET REPLACES ALL PREVIOUS EVENT ORIENTATION MATERIALS.
PLEASE DIRECT YOUR QUESTIONS TO THE COORDINATOR OF VOLUNTEERS.***

INTRODUCTION

Events are great opportunities to educate the public about the many services, programs, etc. that HSHA offers to the community. Be sure to look welcoming and open to anything anyone might ask. You do want to be cautious if someone is critical of HSHA for some reason. In that case, remain polite, but explain that you're a Volunteer and that they should direct their comments to the proper staff person. You can offer them an HSHA business card or brochure with our contact information.

This also is a good time to chat with fellow volunteers to get to know each better, but be careful that you don't get so wrapped up in your own conversation that the public feels put-off or unwelcome. Make sure the public always has access to the table.

As you prepare to volunteer at an event for HSHA, you are sure to have several questions. This handout has been prepared to help make you both comfortable and confident, as well as make you aware of your responsibilities – whether you're going to take a dog or staff an Information/Donation/Merchandise Table.

GENERAL QUESTIONS AND ANSWERS

1. Will someone from HSHA be on hand at the event to tell us what to do?
Probably not at off-site events. Essentially, you will chat with people and offer them information about our shelter, programs, etc. If you don't know the answer to a question, you can offer the person one of our brochures or business cards so they have our website. Always encourage the public to explore our website for a wealth of current info for both pet owners and people thinking of adopting.
2. What can I do on my own to prepare to represent HSHA at an offsite or onsite event?
Become thoroughly familiar with the HSHA website! You do not have to memorize everything on it, but you do want to know at least the kinds of information available there. The site is updated frequently, so the best/only way for you to stay current is to explore it at least weekly.
3. What about parking and/or admission passes for some events?
These items are typically provided in advance. You should receive information about these details a few days prior to your event. Normally, we cannot reimburse you if you happen to have to pay for parking and/or admission. However, you should be able to claim such expenses as a tax-deductible contribution to HSHA.
4. Will the information/donation table be set up or will I have to pick up anything at the shelter?
This depends on the event. You will receive instructions a few days prior to your specific event.

5. What is a 'detail e-mail?'

The Volunteer Coordinator will send an e-mail to everyone who has signed up to help at an event a few days prior to the event. This will give everyone the information they'll need for that specific event, including who will be responsible for taking and returning the Event Bag, Donation Jar, any merchandise, and any tables that might be needed. It also will allow you to communicate with the others who will be at the event in case you have a last-minute emergency, want to carpool, etc. by using 'reply all.'

6. Where can I get directions to an event?

Since each Volunteer is coming from a different starting point, please get directions through MapQuest, Google, your own GPS, etc. The detail e-mail usually will include the address of the event unless it's at a well-known location such as the Farm Show Complex, Giant Center, etc.

7. What should I wear to an event?

Please wear a shirt, jacket, or other clothing with the HSHA logo. If you do not have this, please try to wear something in our colors (black and purple). Remember that you're representing us, so avoid inappropriate clothing (revealing, torn, liquor or tobacco advertisements, etc.).

8. What time should I be at the table or booth?

Plan to be there – set up and 'ready for business' - when your 'shift' starts. Be sure to allow yourself time to get parked, unloaded, walk to the venue, set up the table, etc. Arriving 15-30 minutes before the event begins normally will be sufficient.

9. How do I log my 'event hours?'

If you do not have to come to the shelter for anything else on the day of the event, you can sign in and out the next time you are at the shelter.

10. Can we walk around the event?

Generally yes, but do not leave the table unattended. If there are Volunteers with dogs at the event, they might keep an eye on the table if the 'table person' has to leave for a short break. Remember, though, that those Volunteers have a lot (think bowls, water, leashes, poo bags, and the dogs themselves) to contend with.

DOG-WALKER SPECIFIC

Be prepared – and think safety first!

- ✓ Take paper towels, a bowl, water, poo bags, treats, etc. (Prepare your own 'doggie diaper bag.')
- Events can be stressful for an animal, and 'accidents' happen. Always clean up after your dog.
- ✓ Before leaving the shelter, be sure you have an 'Adopt Me' vest from the Volunteers' Room for the dog and that you've signed out both yourself and the dog in the binder at the Front Desk.
- ✓ Be extra vigilant getting the dog in and out of your vehicle. Have your leash ready – or already on the dog - before opening your door to get him out.
- ✓ Keep a close eye on your dog for any signs of distress throughout the event.
- ✓ Don't transfer your dog's leash to anyone who is not an employee or volunteer of HSHA.
- ✓ Any dogs that are involved in any sort of confrontation must be returned to the shelter at once and a report about the incident must be completed.

1. Will the dog I choose to take to an event be groomed and ready for me the day of the event?
No. If you think that the dog you'll take may need some grooming or a little cleaning up, please get to the shelter early to prepare so you can be at the event on time.
2. How do I know which dog I can take?
A list of approved dogs will be posted in the Volunteers' Room. It may change, though, for a variety of reasons such as adoption or medical holds. Only members of the A Team may take any A Dogs listed.
3. When I am transporting a dog, do I put him in my back seat or will a crate be provided?
Please either take a dog that will fit in your own crate or choose one that you feel comfortable having loose in your car. If you have a convertible, the roof must be up while you're transporting an HSHA dog.
4. Do I use the leash that I use for walking dogs, or will harnesses be provided?
Please use your leash. Use the harness wrap, if needed/preferred.
5. Can I walk around the event with the dog?
Generally, yes, but it depends on the event. Be extra-alert if non-HSHA dogs are present, however, since not everyone watches their own dog carefully.

A few more words of wisdom -

- Get to the shelter in plenty of time so you are not 'rushing.' The dog will sense that. Allow enough time for at least a potty break so he's a little less stressed for the ride, as well as for the event itself.
- At the event, remind people that the dog is available for adoption! (They may not read the vest.)
- Take the dog's Temp Test and Kennel Card – AND RETURN THEM TO HIS KENNEL WHEN YOU RETURN – so you can talk about the dog. People want to know how long the dog has been at the shelter, where he came from, about how old he is, etc. You'll also want to be able let them know about any adoption restrictions (children, cats, other dogs, etc.) on him.

THE TABLE

Make it inviting and attractive to the public! Encourage people to visit the HSHA table!



HSHA Event Table Team Leader – Stephanie Griffith (sgriffith@dauphinc.org or skvirgo74@aol.com)

EVENT BAG

- ❖ The Event Bag contains HSHA literature and handouts for the public as well as various display materials. It also may have a Donation Jar, depending on the event.
- ❖ For some events, you'll have HSHA merchandise for sale. The price list for those items will be included in the Event Bag. Keep track of what you sell (item/cost) on the back of one of the handouts.
- ❖ A good 'ice-breaker' is to ask the person if she has a pet already. If she does, offer the half-page sheets with our Low-Cost Vaccination/Microchipping Clinic dates and our Low-Cost Spay/Neuter services instructions.
- ❖ At the end of the event, organize and neatly re-pack the bag. Return kennel cards, wet towels, etc. to their proper locations at the shelter.
- ❖ Leave the bag in the Volunteers' Room or return it to the Coordinator of Volunteers' desk.
- ❖ If you had merchandise for the event, be sure that that gets back to the Coordinator of Volunteers.

DONATION JAR & MERCHANDISE MONEY

- **Money from these two sources must be accounted for separately.**
- At the end of the event, count the money in the Donation Jar. Then count the money from any merchandise sales.
- On an envelope, indicate the following:
 - Event Name
 - Date of Event
 - Donation Jar \$____ (if applicable)
 - Merchandise Sales \$____ (if applicable)
 - Total \$____
 - YOUR NAME
- Put all money from the event in the envelope, seal it, and deposit it in the lockbox on the wall by med screening at the shelter. (If the envelope is too bulky to fit in the lockbox, please leave it with a Front Desk staff person or shelter manager.)
- Leave the empty Donation Jar with the Event Bag.
- Unsold merchandise has to get back to the Coordinator of Volunteers at the end of the event. Either take it upstairs or ask a Front Desk staff person or a shelter manager to take it.

IN CASE OF INJURY

As stated on the application that all HSHA Volunteers sign, volunteers perform volunteer activities at their own risk. Volunteers should personally have appropriate measures in place, such as insurance coverage, for the possibility of injury. However, it is still imperative that you fill out a volunteer incident report ANY time you are injured so that we are aware of any safety issues and can continue to provide a safe environment. We appreciate the work you do for our animals and want everyone to be safe and prepared!

THANK YOU for actively helping HSHA!

Your work is extremely valuable, and your support of our animals and our programs is greatly appreciated!

Keep this sheet handy and refer to it often until you are thoroughly experienced working at events.

Please contact the Volunteer Coordinator should you have any questions.