

Dear Volunteer:

We want to welcome you to the Montgomery Humane Society. We are pleased and proud that you want to give your time and your talents to our organization.

The task of helping animals is not an easy one, but it is a most rewarding experience. It was your love for animals that led you to volunteer, and we hope that love will develop into concern and compassion for their welfare, strengthening your sense of commitment to our goals.

There will be times you will despair, and we are here to help you turn those feelings around. There are always headaches and heartaches (as well as joy) when you are dealing with the welfare of animals. But please keep in mind that it will be your skills, your uniqueness and your commitment that can and will make a difference for the animals and your community.

We look forward to working with you. Remember the staff is here to help you as you begin your volunteer work. Please don't hesitate to ask for assistance as you learn and grow with us.

Welcome

Steven Tears  
Managing Director



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## **Introduction to The Montgomery Humane Society**

Welcome to the Montgomery Humane Society. We are proud to have you join our team! This handbook is for your benefit. We hope you will ask questions during your time with us. We believe all questions are important, so please do not hesitate to ask.

The Montgomery Humane Society is a nonprofit organization. We receive a significant portion of our funds from donations and fundraisers and the remainder from services provided to the City of Montgomery for providing shelter services for animal control and from Montgomery County for providing Humane Officer services.

We are incorporated under the laws of the state of Alabama as “The Montgomery Humane Society.”

## **Mission Statement**

The Montgomery Humane Society prevents cruelty to animals by operating an animal shelter for homeless, abandoned, and unwanted animals; by operating an adoption center for healthy animals; by investigating cruelty and abuse cases; and by educating the public in animal owner responsibility.

## **Objectives**

- Increase the placement of animals into humane environments.
- Provide, monitor, and maintain programs to reduce companion animal overpopulation and euthanasia.
- Establish an exemplary animal welfare program dedicated to excellence in sheltering.
- Provide, monitor, and maintain programs to reduce animal abuse, cruelty, neglect, and abandonment.
- Achieve a sound and reliable fund raising program that assures long-term survival of the organization.
- Understand and broaden awareness of animal and community needs and our role in meeting those needs.
- Provide programs and services to improve the relationship between animals and people.
- Attract, retain, and develop capable, caring, professional staff, and volunteers to achieve our mission.
- Be an advocate for animal welfare concerns.

## **Functions of the Montgomery Humane Society**

The Montgomery Humane Society provides food, water, shelter, and medical attention for more than 12,000 unwanted and stray animals each year. The MHS rescues animals in distress, relocates wildlife to suitable environments and investigates reports of animal cruelty and neglect.

The MHS receives and places dogs, puppies, cats, kittens, and small domestic animals for adoption. Unfortunately, the MHS also has to euthanize more than 6,800 animals each year. Other shelter services include a volunteer program, a lost and found program, a humane education program, and a pet visitation program.

The MHS serves all of Montgomery County. In special circumstance, when requested, the MHS assists neighboring counties in special circumstances involving animal cruelty.

The MHS operates under a Managing Director responsible for the overall operation of the society who answers directly to the Board of Directors.

Humane Officers are on duty or on call 24-hours a day seven days a week to investigate complaints concerning the mistreatment, abandonment, or neglect of companion animals, wild animals, and exotic pets in accordance with city ordinances, county ordinances, the code of Alabama, and the Animal Welfare Act. Humane Officers also provide a 24-hour emergency ambulance service for injured animals.

Individuals are encouraged to notify the shelter if they witness or suspect cruelty, neglect, or abuse. All reports are confidential.

## **History of the Montgomery Humane Society**

In the 1920s, a group of citizens in Montgomery organized a Humane Society. As a result of their efforts, the legislature enacted a local law that created the job of Humane Officer. The officer was provided a salary of \$150.00 and a vehicle. He was to warn offenders of cruelty and subsequently arrest them unless conditions improved. Since there were no provisions for the housing of either these abused animals or stray animals, one of the board members kept cages in her yard for them.

In 1949, Mrs. David Crosland asked some known humanitarians to meet at her home to discuss a reorganization of the Humane Society. Their first effort was to obtain cages from the city, which were placed in the humane officer's stable. This proved to be inadequate, and in 1951, the board appealed to the city and county for sufficient financial support to operate an animal shelter. They proposed that the board be answerable to the city and county with the humane officer continuing to answer to the board. An agreement was reached making it possible in October 1951, to rent a vacant veterinary hospital on Norman Bridge road. Once a shelter was built animals were brought in by the public and the county rabies inspector.

In 1952, a bequest from Mrs. Nina Winter Pinckard, a founding member, allowed the Humane Society to buy property on Mobile Highway. A shelter was operated at this site until the spring of 1995.

In 1967, a bequest from Mrs. Elizabeth Winter Watts made it possible to borrow additional money to build the front building of the mobile highway shelter. Although an architect prepared the actual plans, Mr. Joe Lacey, a board member, spent a great amount of time on the details of the building. A bequest from Mrs. Mildred Wallace, a former resident of Montgomery, as well as the donation of a valuable painting helped us pay our debt on the building.

In 1974, the city built the back kennel of the Mobile Highway shelter with the understanding that dogs picked up by animal control would be housed there. If unclaimed in ten (10) days, they would be available for adoption. A few years after it was built, the city gave it to the Montgomery Humane Society. A donation by Mrs. Earl Andrews enabled the shelter to add an additional facility.

While the Mobile Highway shelter was a vast improvement on cages in a yard, many factors including dilapidated conditions, cramped quarters for the animals, and the poor location of the shelter necessitated the board to begin plans to build a new shelter.

In 1993, money was pledged from the John Overton estate toward the purchase of the land and for a new building. Without the leadership and vision of Dr. Wesley Dunn, our current shelter on John Overton Drive would never have become a reality. Dr. Dunn, as board president and leader of a capital campaign to raise funds for the purchase of the property and the new shelter, organized committees to fundraise and to work with the architectural firm of Seay, Seay, & Litchfield to design our new shelter. Mr. Billy Newell donated an additional 10 acres of land.

Thanks to the generosity of the Overton estate and countless caring citizens in the Montgomery community we moved to our current location on John Overton Drive in the Spring of 1995.

**MHS Staff, Hours of Operation and Telephone Numbers**

**Staff**

|   |                 |
|---|-----------------|
| Managing Director.....                  | Steven Tears    |
| Marketing and Development Manager ..... | Lea Turbert     |
| Volunteer Coordinator.....              | Lisa Bragg      |
| Humane Education.....                   | Mary Hughes     |
| Adoptions Manager.....                  | Erika Wilson    |
| Back Kennel Manager.....                | Paulette Mayson |
| Intake Manager .....                    | Tonya Pitts     |

**Hours of Operation**

**Monday – Saturday**

|                       |                        |
|-----------------------|------------------------|
| Administrative Office | 8:00 a.m. - 5:00 p.m.  |
| Animal Receiving      | 8:00 a.m. - 5:00 p.m.  |
| Adoptions             | 10:00 a.m. – 5:00 p.m. |
| Claims                | 10:00 a.m. – 5:00 p.m. |
| <b>Sunday</b>         | 12:00 p.m. – 4:00 p.m. |

**Telephone Numbers**

During normal business hours: (334) 409-0622

Fax Number: (334) 409-0624

Web Site: [www.montgomeryhumane.com](http://www.montgomeryhumane.com)

For after hour animal emergencies, please call 241-2970, and ask the Police Department to contact the humane officer on duty.

## VOLUNTEER INFORMATION

### How to Become a Volunteer

All Shelter volunteers must attend an orientation, sign a liability release agreement and have an interview with the Volunteer Coordinator before job placement. Volunteer orientations are held twice a month, one on a Saturday morning and one on a weeknight.

The interview can be arranged after attending an orientation, by contacting the Volunteer Coordinator at 334-409-0622, ext 202. The purpose of the interview is to discuss your needs, talents, and time availability and to then find the appropriate job to fulfill those requirements.

The Volunteer Coordinator will place you in an area that utilizes your talent, or in an area of specific Shelter need. It is preferable that Volunteers commit to specific monthly hours so that the Shelter can rely on your invaluable help. Each position does require a minimum monthly commitment, as well as a minimum hourly commitment for those months. If unable to fulfill that commitment, volunteers should contact the Volunteer Coordinator and reschedule. On-the-job training is required for all job descriptions.

The information compiled in this handbook will serve as your guide as you begin your volunteer work with us. For further information regarding policies and procedures contact a member of the MHS staff.

### What we ask of our volunteers:

1. Take your volunteer commitment seriously. People and animals are counting on you.
2. Attend volunteer orientation.
3. Complete an interview with the volunteer coordinator or designee.
4. Commit to volunteer the equivalent of two 3-hour shifts per month (or as necessary per assignment) for a minimum of 6 months.
5. Mandatory belief of the MHS philosophies and policies inside and outside the Shelter.
6. Be honest with yourself and us concerning your needs, wishes, and availability.

### In return you will get:

1. LICKS & TAIL WAGS.
2. An opportunity to work in a highly recognized and well-respected animal shelter that protects the community as well as the animals.
3. Education about animals through direct volunteer work and through a variety of educational opportunities.
4. Experience in a variety of job opportunities.
5. The chance to explore new career opportunities.
6. The opportunity to develop new skills or polish old ones.
7. Support and feedback from a professional staff.
8. A chance to meet others who share your interests.

## **Guidelines, Policies and Procedures for Volunteers**

Please read these guidelines and the agreement carefully. The Volunteer Coordinator will be happy to discuss any of our policies with you.

Waiver and Release Form. A waiver and release form must be signed before your volunteer shift may begin.

Responsibilities and Dedication to the MHS: Animals are to be treated kindly, gently, and professionally. Volunteers must support our policies inside and outside the shelter.

Adoption Agreement: We require that volunteers complete sixteen (16) volunteer hours before adopting an animal to avoid mercy adoptions. If a volunteer is under 19, the parent(s) must approve and must process the adoption. If you want to adopt an animal, the adoption counselor will want to verify with the Animal Care Manager that you have completed the required sixteen (16) volunteer hours.

Alcohol and Drugs: The sale, use, possession, or transfer of a controlled substance or alcohol on the MHS premises or during work time is prohibited and illegal.

Harassment: It is illegal to harass others on the basis of their sex, age, race, color, national origin, religion, marital or veteran status, citizenship, disability and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making "jokes" about ethnic or other groups, and other verbal, physical and visual behavior, including sexual harassment.

Sexual harassment is a form of misconduct which undermines the integrity of the volunteer or employment relationship. No employee or volunteer, either male or female, should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior which is not welcome, which is personally offensive, which debilitates morale, and which, therefore, interferes with work effectiveness. Such behavior may result in disciplinary action up to and including dismissal.

Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favors, and any other sexually oriented conduct, which is offensive or objectionable to the recipient, including but not limited to: abusive language, derogatory or suggestive comments, slurs or gestures, and offensive posters, cartoons, pictures or drawings.

Any form of harassment of another employee or volunteer by an employee or volunteer will lead to disciplinary action, up to and including immediate termination in cases of gross misconduct.

Employees and volunteers should report suspected sexual harassment directly to their supervisor or the Managing Director.

Smoking: The U.S. Surgeon General has stated that smoking is the leading cause of premature death and disability in our country and smoking can be hazardous to the health of smokers and nonsmokers alike. MHS is dedicated to providing a healthy, comfortable and productive work environment and has therefore developed the following policy.

**No smoking, or use of any other tobacco product, is authorized anywhere on MHS property.**

Professional Attitude: Volunteers must:

- take their commitment seriously.
- agree to conduct themselves in a professional manner with the animals, co-workers, and the public.
- maintain a professional attitude by limiting personal conversation while on duty.
- must keep all client data confidential. No names of clients are to be discussed outside our organization.
- be friendly, warm, and courteous to the public, and put them at ease.
- be neat and accurate.
- ask the staff for assistance with any questions to which you are not sure of the absolute correct answer.

Attendance:

- We will schedule your volunteer work sessions.
- Be punctual and reliable.
- Each volunteer has made a commitment. You have agreed to a certain job, certain hours, and certain amount of time.
- In the event of sickness you are required to notify the Volunteer Coordinator as soon as possible if unavoidably delayed or unable to keep your scheduled shift. Please notify the Volunteer Coordinator of vacation plans at least two weeks in advance.
- We will call a volunteer with the first unexcused absence. After three (3) unexcused absences, the volunteer will be asked to resign.
- Volunteers sign in and out at the assigned department each time you come to work. Upon completion of duties, sign out.

Accidents and Injuries: Any accident or injury occurring on the job must be reported to your Supervisor immediately (within 10 minutes after the injury occurred). Bites are considered an injury and must be treated immediately by a healthcare facility. All injuries require volunteer to complete a first report of injury. Supervisor and appropriate director will make the decision if medical care is required. It is not your decision. Concealing of injuries is grounds for dismissal.

Proper Dress: Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Apparel attracting undue negative attention is not

acceptable at any time. Wearing of shorts is not recommended. Shoes must have covered toes. For those positions involving direct animal care, large hoop or dangling earrings represent a safety hazard and should not be worn. Jewelry worn through pierced nostrils, eyebrows, etc. is unacceptable when volunteers are on the job or conducting MHS business. If wearing a baseball style hat, the bill of the hat must face forward and any logo or emblem must not reflect negatively on the MHS. If in doubt or you have questions about appropriate dress, volunteers should check with a supervisor or the Managing Director. **Volunteers are asked to purchase a Volunteer t-shirt to be worn while at the shelter or at special events (cost \$7).**

Incident Procedures: You will immediately notify the Manager on Duty of any situation involving a patron whom either forcibly enters a "Staff Only" restricted area or who becomes abusive in any public areas of the facility. When a situation reaches the point that the staff involved are in doubt about their ability to handle the problem they should immediately notify the Director of Operations or the front desk supervisor, who will immediately take charge of the situation. UNDER NO CIRCUMSTANCES TRY TO RESTRAIN OR REMOVE THE PATRON.

Name Tags: We ask that volunteers wear a name tag at all times while volunteering at the shelter or in the community when performing Humane Society duties.

Lunch and Breaks: The break room is across from the men's restroom. It is for relaxation and enjoyment of the staff and volunteers. All food and drink is to be consumed there. Write your name on anything you leave in the refrigerator. Check with your Supervisor to make sure there is adequate coverage before you leave your position for a break.

Pregnancy: If you are pregnant or think you are pregnant, there are other volunteer opportunities such as fundraisers and other off site duties which would welcome your participation during these months.

Telephone Calls: MHS's telephone lines are for business calls only. Personal phone calls will be routed directly to the volunteer only in emergency situations.

Volunteer Personal Property. The MHS is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amount of cash or valuables with them while working on-site or at the MHS events.

Visitors and Personal Guests: On duty volunteers are discouraged from receiving personal visitors, except in emergencies. Volunteers should instruct friends and family members to wait in the lobby or outside the building until they are off duty. Volunteers may not bring children to the shelter while they are on duty.

Parking: Volunteers are to use parking spaces as far away from the building as available. The closer spaces should be left open for the customers. Please try to park in the lot to right of the Administration building.

Volunteers on Premises after Work Hours: Volunteers should not be on the MHS premises after hours.

Media Procedures: So efforts are not duplicated and information is accurate, it is essential that any dealings with the media, go through the Marketing and Development Manager or the Managing Director. Media is anything that will be printed, broadcast, or televised about the Humane Society. We welcome any contacts or story ideas you may have and ask that you direct them to the Marketing and Development Manager.

Tax Deductions: A number of tax benefits are available for volunteers under the general charitable contribution deduction of the Internal Revenue Code. Volunteers may deduct out-of-pocket expenses incurred while doing volunteer work for certain groups approved by the Internal Revenue Service. The MHS is an approved organization.

Unauthorized Areas: Volunteers are not to be in any unauthorized or unapproved area (i.e., animal control, intake or office areas) without staff approval.

Suggestions: Make suggestions! We welcome your ideas as a means of improving our operations. Suggestions can be made to any director or submitted in writing to the Managing Director.

Recruit Other Volunteers: Tell your friends about our program and enlist their interest to volunteer their services.

Resignation: We ask that you give at least 2 weeks notice. Schedule an exit interview with the Volunteer Coordinator. The exit interview can take place in person or by phone and provides valuable feedback to the Marketing and Development Manager.

Reasons for Dismissal:

1. Failure to adhere to the rules and procedures.
2. Any abuse of animals.

## **Volunteer Positions needed for shelter:**

### In the Shelter

- Adoption Counselor
- Kennel Assistant for Adult Dogs and Cats
- Front Desk Assistant
- Store Assistant
- Dog Park (when completed)
- Groomer

### Community Outreach

- Adoption Assistants for Mobile Adoptions (PetCo, Pet Supplies Plus etc.)
- Humane Education Assistants
- Pet Therapy
- Special Events Volunteers
- Fostering

### The shelter obtains volunteers through:

- Word of Mouth
- Distribution of brochures, information
- “Pet Pause” quarterly newsletter
- Newspaper articles, ads
- Television appearances
- Public Speaking
- Former adopters
- Civic groups, organizations

# Adoption Counselor

Major Objective: To perform duties of adoption counselor to ensure the appropriate placement of animals and duties of kennel assistant for total care of the animals at the MHS.

Responsibilities:

1. Counsel public regarding choice of animals.
2. Supervise the handling of animals by the public.
3. Assist with additional projects when necessary.

Qualifications:

1. Positive and friendly attitude.
2. Ability and desire to work with kenneled animals.
3. Excellent personal interaction skills to include good listening and speaking skills.
4. Excellent legible handwriting -- must be clear and concise.
5. Ability to work alone, think quickly, and make decisions according to written policy.
6. Good organizational and accurate record keeping skills.
7. Minimum of 19 years of age.
8. Dedication to MHS philosophies.
9. Ability to deny non potential adopters according to MHS policy

Training:

1. Attend adoption counselor training program. Observe five times with employee and 5 times supervised by employee.
2. Attend orientation class

Time and Place:

1. Scheduled shifts during hours of operation at the MHS.  
Monday thru Saturday 10:00a.m-12:00p.m., 12:00p.m.-3:00p.m., or 3:00p.m.-5:00p.m. and on Sunday 12:00p.m.-4:00p.m.

Commitment:

1. Minimum of two 2 or 3-hour shifts per month.
2. Six month minimum.

Supervision:

1. Direct supervision by the Montgomery Humane Society Manager on Duty.

Benefits:

1. Personal satisfaction.
2. Increased communication and public relations skills.
3. Volunteer recognition awards and events.
4. Licks, purrs, and tail wags.

# Kennel Assistant

Major Objective: To assist in providing care to animals in Adult dog runs, and cat/kitten room.

Responsibilities:

1. Clean kennels to maintain sanitation and health of the animals.
2. Exercise, socialize, and feed the animals in kennel areas.
3. Assist kennel staff with kennel duties such as cleaning windows, floors, shredding and sorting paper, washing dishes, and any other duties assigned.
4. Greet all visitors to their area, and direct visitors to appropriate animal kennel areas or staff members.
5. Help with customer questions and handling of animals.

Qualifications:

1. Ability and desire to handle and work with animals.
2. Good communication and listening skills.
3. Willingness to maintain sanitation of animal areas.
4. Ability to work independently.
5. Minimum age of 18 years.
6. Dedication to MHS philosophies.
7. Adoption counselor training.

Training:

1. Attend orientation program.
2. Must complete on-the-job training from experienced kennel staff (A total of 24 hours).

Time and Place:

1. Scheduled shifts during hours of operation at the MHS  
Monday thru Saturday 7:00a.m.-10:00a.m. or 3:00p.m.-5:00p.m. Sundays 10:00a.m.-12:00p.m. or 2:00p.m.-4:00p.m.

Commitment:

1. Minimum of two separate three-hour shifts per month.
2. Six month minimum

Supervision:

1. Direct supervision by the Montgomery Humane Society Adoption Manager or Manager on Duty.

Benefits:

1. Personal satisfaction and education
2. Volunteer recognition awards and events
3. Licks, purrs, and tail wags

# Store Volunteer

Major Objective: To make sure the animal has the proper products before going home. Also to give advice and answer any questions about any animal products

Responsibilities:

- 1.Keep store items in an orderly fashion
2. Clean counters, windows and shelving
- 3.Floor vacuumed

Qualifications:

- 1.Good communication skills
- 2.Minimum age of 18
- 3.Able to answer any questions about animals and animal products.

Training:

1. 40 hours on-the-job training with Store Manager.
2. Attend orientation class.

Time and Place:

1. Scheduled shifts during hours of operation at the MHS  
Mondays, Thursdays and Fridays 10:00a.m.-1:00p.m., 1:00p.m.-3:00p.m. or 3:00p.m.-5:00p.m.

Commitment:

1. Minimum of two 2 or 3-hour shifts per month
2. Six month minimum

Supervision:

1. Direct supervision by Store Manager.

Benefits:

1. Personal satisfaction and education
2. Volunteer recognition awards and events
3. Licks, purrs, and tail wags
4. Improvement in communication, animal and listening skills

# Front Desk Volunteer

Major Objective: To answer all incoming calls and direct customers to proper areas.

Responsibilities:

1. Answer phones-transfer to correct departments
2. Greet Customers
3. Have customers sign-in
4. Direct customer to correct rooms

Qualifications:

1. Good communication skills
2. Able to handle multiple phone lines
3. Pleasant and professional phone voice.
4. You must be at least 18 years old

Training:

1. 40 hours on-the-job training with Store Manager.
2. Attend orientation class

Time and Place:

1. Scheduled shifts during hours of operation at the MHS  
Mondays, Thursdays, and Fridays 10:00am-1:00pm, 1:00pm-3:00pm or 3:00pm-5:00pm

Commitment:

1. Minimum of two three-hour shifts per month
2. Six month minimum

Supervision:

1. Direct supervision by Store Manager.

Benefits:

1. Personal satisfaction and education
2. Volunteer recognition awards and events
3. Licks, purrs, and tail wags
4. Improvement in communication, animal and listening skills

# Pet Therapy

Major Objective: To facilitate the use of animals in physical, mental, and emotional therapy.

Responsibilities:

1. Supervise and handle animals at community facilities
2. Transport and care for animals utilized in the Pet Therapy program
3. Responsible for keeping appointments, including making necessary arrangements for a replacement to prevent cancellations
4. Coordinate dates, times of visits with Marketing and Development Manager

Qualifications:

1. Ability and desire to handle and protect animals on visits
2. Ability to relate to geriatric, handicapped, and emotionally disabled clients
4. Dedication to MHS philosophies
5. Driver's license and insurance required

Training:

1. On-the-job training with other Pet Therapy volunteers-for at least four visits
2. Attend orientation class.

Time and Place:

1. During scheduled visits at facilities including driving and preparation time
2. Majority are on Wednesdays.

Commitment:

1. Minimum of two visit per month
2. Six month minimum

Supervision:

1. Direct supervision by the Montgomery Humane Society staff or appointed volunteer

Benefits:

1. Personal satisfaction and education
2. Volunteer recognition awards and events
3. Licks, purrs, and tail wags

# Special Events

Major Objective: To assist staff with special events which benefit the MHS

Responsibilities:

1. To assist in pre-event planning efforts such as distribution of flyers or other advertisements, recruitment of event participants, or collection of needed materials
2. To assist in staff-directed job capacities during the event
  - a. Paperwork
  - b. Record keeping
  - c. Directions, instructions to public or participants
  - d. Cleanup or setup of event location
  - e. Other special needs (sell items, distribute brochures, and help with booth)

Qualifications:

1. Accurate record keeping skills
2. Good communication and listening skills
3. Ability to follow directions and meet deadlines
4. Ability to think quickly
5. Positive attitude and flexibility with assignments
6. Dedication to MHS philosophies

Training:

1. Attend orientation program
2. Interview with the Volunteer Coordinator.
3. Special training prior to and/or day of event

Time and Place:

1. Scheduled events at MHS or in community

Commitment:

1. Minimum of two MHS event per year
2. One year minimum

Supervision:

1. Direct supervision by the Montgomery Humane Society staff or appointed volunteer.

Benefits:

1. Personal satisfaction and education
2. Licks, purrs, and tail wags

And last, but certainly not least...

**WELCOME TO THE  
WONDERFUL WORLD  
OF HUMANE  
SOCIETY  
VOLUNTEERING!**