



humane
society
of charlotte



VOLUNTEER ORIENTATION



ABOUT ME

Zack Agerton - Volunteer Program Manager

Oversees Volunteer Programs

Originally from Gainesville, GA

At HSC since April, 2023

10 years in non-profit work (TreesCharlotte, Ability Exp)

Work hours - Tues-Saturday



Our Mission

humane
society
of charlotte



To champion the wellbeing of
companion animals and
strengthen their bond with the
people who know, love and
need them.





FOUNDATIONAL BELIEF

Presented by Group 1A

We believe people will make good decisions for animals when they are treated with kindness and understanding, and when they have enough information and resources.



DIVERSITY, EQUITY, & INCLUSION

While many view HSC as an animal centric organization, our intent is to positively impact people and animals. As a non-profit built on the belief that **all people are equally deserving of the love and companionship of a pet**, HSC's work is rooted in compassion and equity.

Within our work and in adherence with our vision and mission, there is no place for hate, racism, or intolerance. As animal welfare professionals, we must always remember to **keep the human in humane.**



OUR PHILOSOPHY

NON-JUDGMENTAL STANCE

We meet people where they are instead of setting unrealistic **expectations. The goal is to never alienate, judge someone, or make them feel badly about their choices.**

Our approach is based on having faith in people that they want to do the best thing for themselves and their animals.

Our primary goal is to improve the quality of life for each animal, to strengthen the human-animal bond, and keep pets healthy, happy, and in their homes.



OUR PHILOSOPHY

COMPASSION & EMPATHY

We hope people see us as a resource when they need help regardless of their circumstances. We provide compassionate care not only to animals, but to their people, as well. People have **different backgrounds, opinions, and situations and we aim to treat everyone who comes to us for assistance or care with respect, compassion, and empathy.**

We practice empathy no matter the circumstance to ensure our **community values us and trusts that they can come to us** for compassion and support whenever they are in need.



HSC'S HISTORY



HSC was founded on July 14, 1978.

The organization turns **47** years old this year!



HSC has served Charlotte from four locations:

- Commonwealth Avenue
- Old Pineville Road
- Toomey Avenue
- Parker Road (presently)



Our previous facility on Toomey Avenue was the former Charlotte-Mecklenburg Animal Shelter.



In 1982, we opened the first low-cost spay/neuter clinic in the southeast United States.



In 2017, we launched a capital campaign to build a new facility.



In 2022, we moved into our all-new Animal Resource Center with an expanded adoption center, wellness clinic, retail center, cat cafe, education center, and offices.

HSC'S FOUR PILLARS



AWARENESS

Spreading our mission to cultivate empathy, compassion, and responsibility for both people and animals

PLACEMENT

Placing healthy, adoptable animals with families in our community

RETENTION

Ensuring families have the support and resources available to keep their pets in their homes

PREVENTION

Preventing pet overpopulation and reducing the number animals euthanized each year

PET HELP CENTER

PET FOOD BANK

A temporary assistance program that provides pet food and supplies to community members in need.

FINANCIAL ASSISTANCE

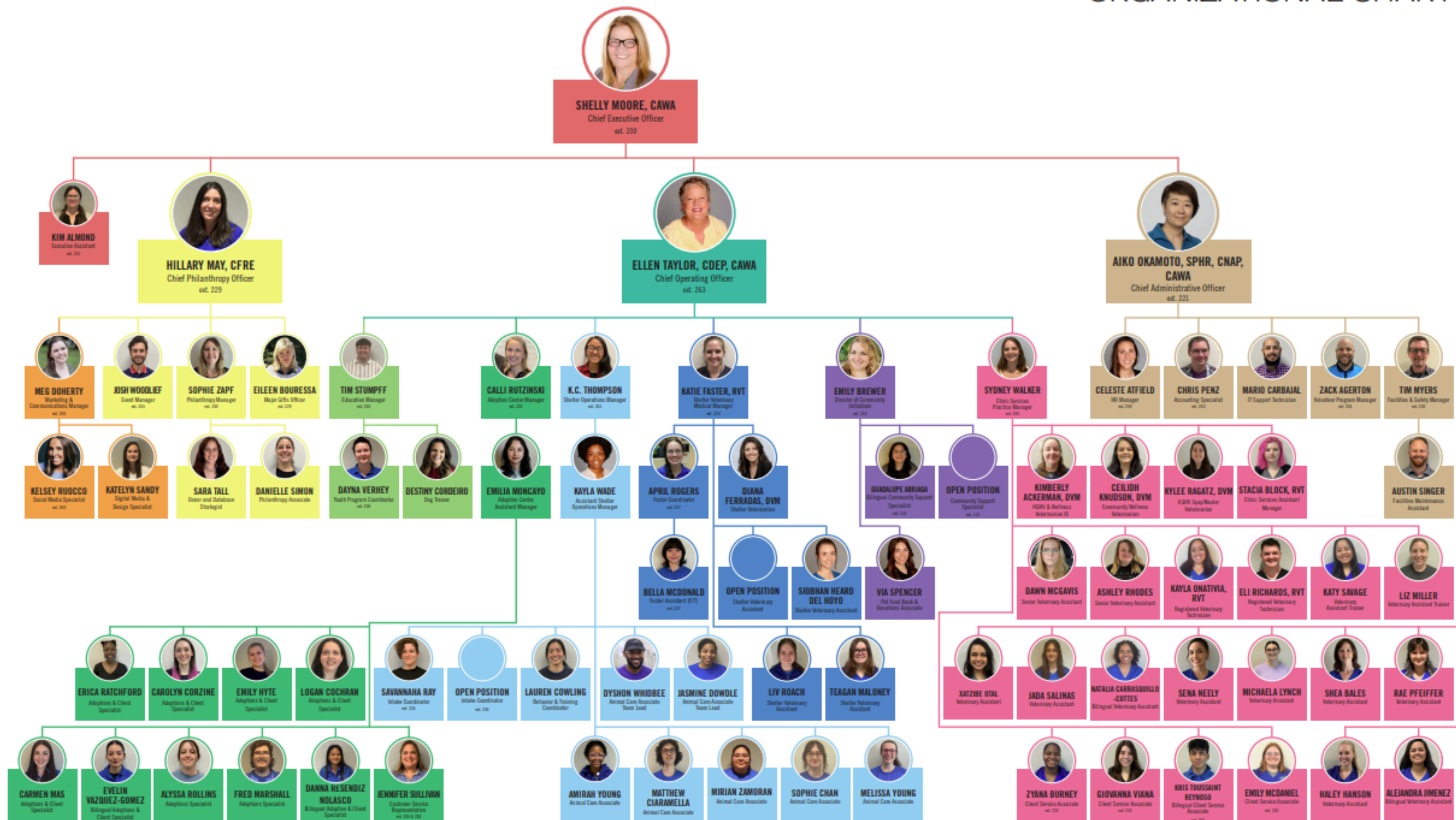
Our Voucher Program is a fully grant and donor funded program. As funds are available, this program assists individuals with: the costs of medical or behavioral treatment for their pets, pet deposits for housing, and temporary boarding in crisis situations.

ESSENTIAL CARE CLINIC

Our low-cost, high-quality pet vaccine clinic in Charlotte. Provide check ups, preventative medications, and microchipping

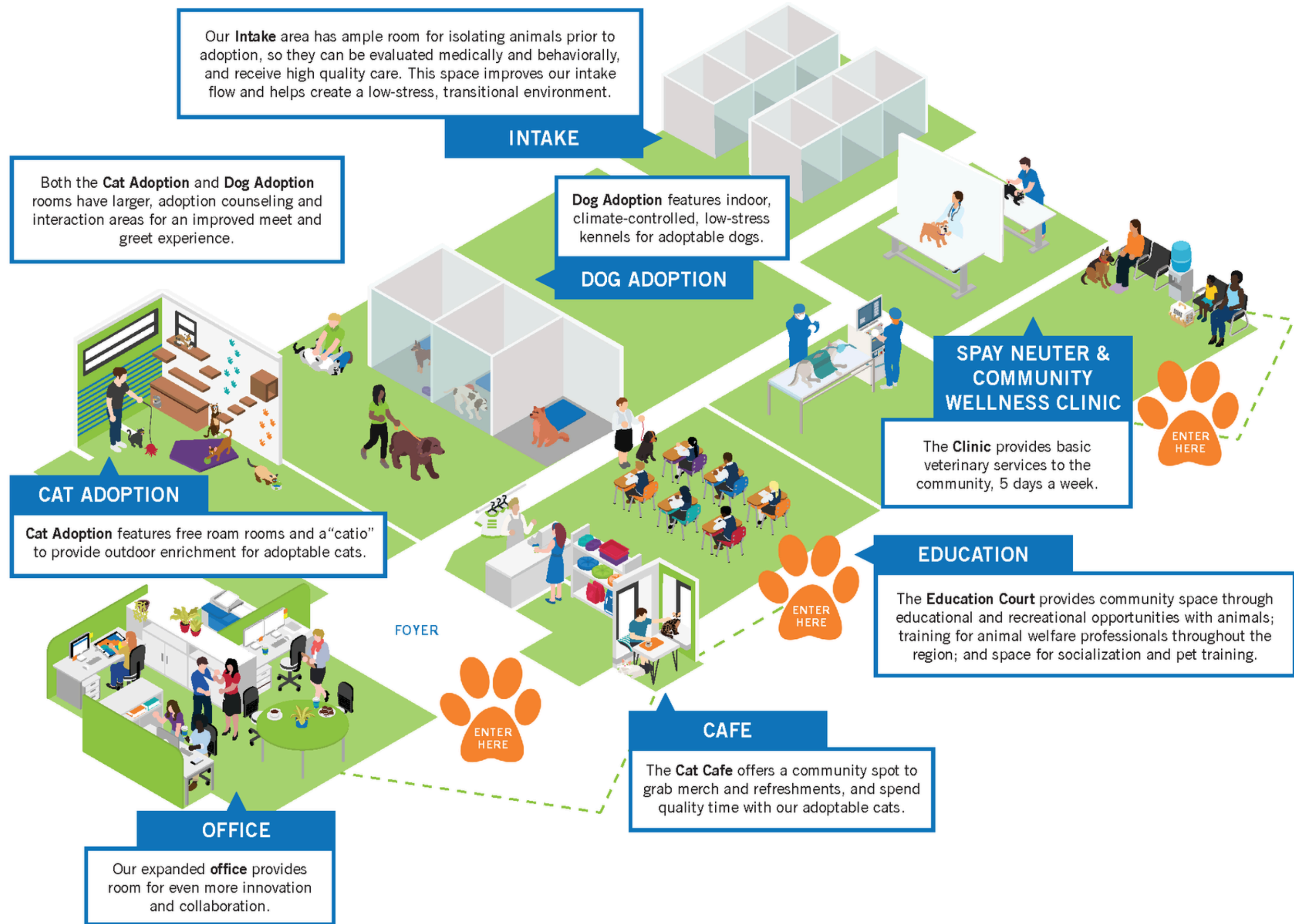
DOG TRAINING

If able vouchers can be provided to assist with cost. Our training program consists of focus groups, 1v1 training, puppy power, the basics, and good canine certification and prep classes.





HSC OPERATIONS 



Types of Shelters and the language about them



**Open
Admission**

**Managed
Admission**

Open Admission



- **Intakes and manages stray animal populations**
- Traditionally government-run
- Typically takes in every animal in need (sick, elderly, aggressive, injured)
- Euthanizes for time and space



Managed Admission

- **Intakes are scheduled and based on specific criteria**
- Also called "limited admission"
- Animals are from transfers or owner surrenders
- Euthanizes under very limited circumstances



OUR PARTNERSHIP

HSC partners closely with Charlotte Mecklenburg Animal Care & Control to ensure the companion animals in our community receive the best care and support possible



Our Philosophy

humane
society
of charlotte



We believe that no healthy, treatable, behaviorally sound animal should have to be euthanized in our community.

We only reserve euthanasia for animals whose prognosis is poor and quality of life is compromised or those that pose a danger to public safety.

Pathway Planning Team



The Pathway Planning Team meets regularly to comprehensively assess animals facing challenges with traditional adoption methods and formulate a strategy to provide appropriate support for both the animals and our community.



HUMANE SOCIETY OF
CHARLOTTE

IN THE SHELTER

2025 Statistics

3,496 **SHELTER ANIMALS**
were adopted into their new homes



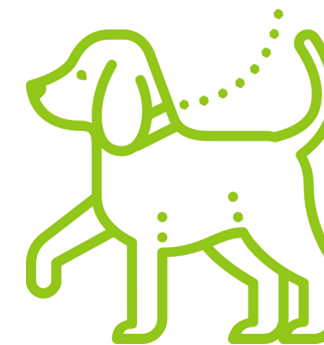
47%

OF ADOPTIONS
are dogs or puppies



9

DAYS ON AVERAGE
length of time an animal
stays in our shelter



492 **Hours of dog training**
performed by our community dog trainer!

58% **OF OUR**
INTAKES
are transferred in from
other organizations
others intakes include
surrenders and returns



25,083

VOLUNTEER HOURS
donated by our community
across various departments





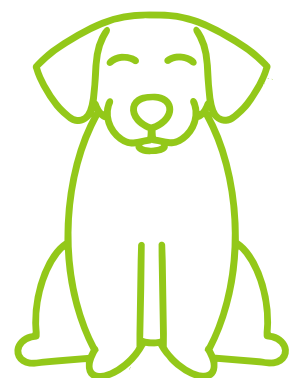
HUMANE SOCIETY OF CHARLOTTE

IN THE COMMUNITY

2025 Statistics

111,872

POUNDS OF PET FOOD
was distributed from our Pet Food Bank



1,730

Dogs and Cats cared
for in our HSC Foster Program



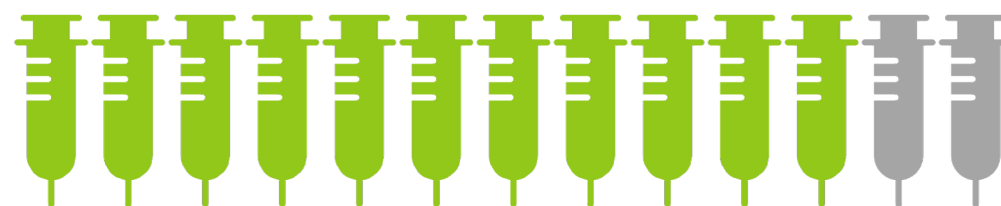
3,873

INDIVIDUALS INVOLVED
in HSC Education programs

**PETS ASSISTED WITH FINANCIAL
ASSISTANCE PROGRAM**

or \$38,500 in medical, training, and vouchers

267

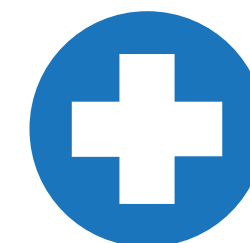


7,274

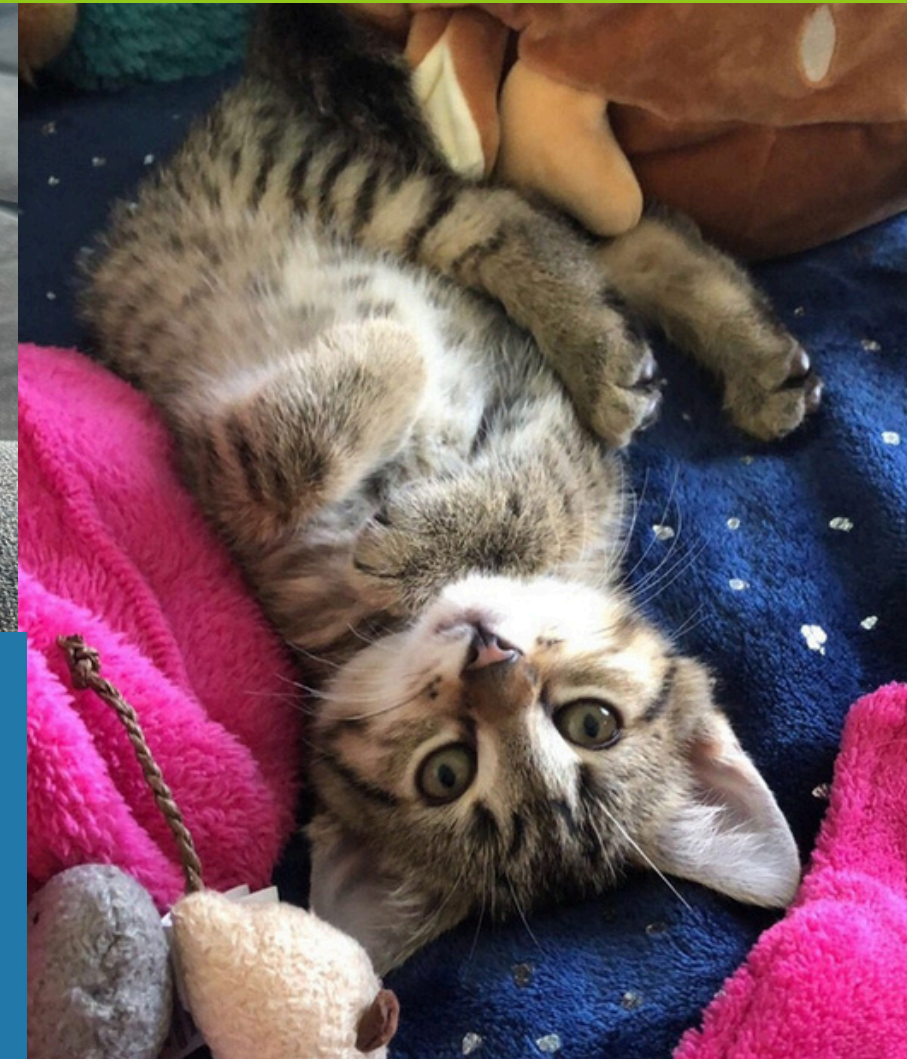
PUBLIC ANIMALS
were seen at our Essential Care clinic

8,078

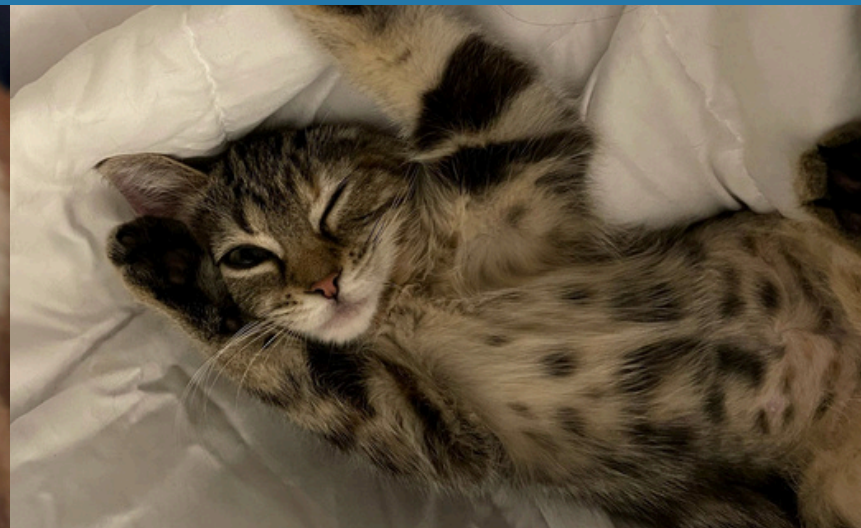
**Spay/Neuter
Surgeries**



WHY ARE NUMBERS SO IMPORTANT?



**Each number
represents a life.**





SAFETY



SAFETY, HYGIENE, & DISEASE PREVENTION

**ANIMALS IN A SHELTER ENVIRONMENT DO NOT BEHAVE
LIKE ANIMALS IN A HOME ENVIRONMENT.**



- Do not stick fingers/hands into kennels
- Become familiar with common warning signs
- Pay attention to body language
- Ask employee/handler if the animal is okay to interact with
- Approach slowly and with caution
- Continue to monitor for warning signs throughout



SAFETY, HYGIENE, & DISEASE PREVENTION

- Pay attention to kennel signage
- If unsure, ask shelter staff if an animal is safe to interact with
- Do not interact with animals who are young/unvaccinated, ill, or have not yet been checked in by the medical team
- Wash and/or sanitize hands after interactions
- Refrain from entering isolation areas (Marked on Doors)



Medical Lingo

Ringworm

A contagious fungus that causes circular areas of hair loss and red or inflamed skin

FIV/FelV

Viruses that weaken the immune system of cats; spread in different ways

URI

Upper respiratory infection (sneezing, coughing, etc)

Parvo/Panleuk

Highly contagious gastrointestinal illnesses common among unvaccinated puppies and kittens that can be fatal



GENERAL SAFETY



- Read EVERYTHING. Kennels, job descriptions, emails
- Use proper technique when lifting heavy items
- Approach all animals with care
- Report ALL injuries immediately to supervisor on duty

On-Site Injuries

Any injury on-site should be reported using our Incident Report Form.



- Fill the form out completely
- Indicate medical needs
- Must be completed on the day of the injury

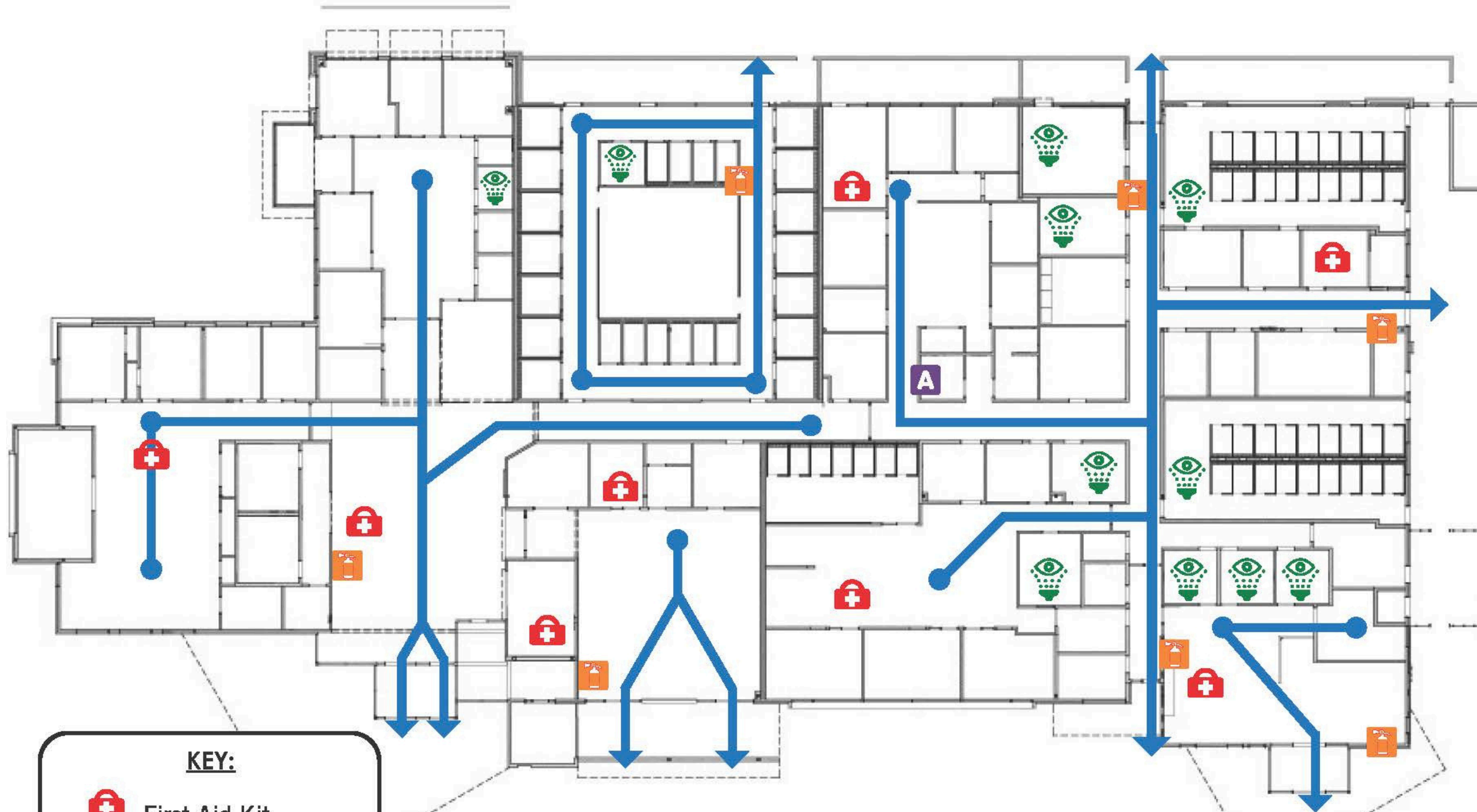
Concentra[®]

Urgent Care is nearby for immediate medical treatment needs








**REPORT
IMMEDIATELY**

Presented by Group 1A



KEY:

-  First Aid Kit
-  Fire Extinguishers
-  AED Machine
-  Eyewash Stations
-  Evacuation Route



HOW TO HELP



The Development team is responsible for **raising money and awareness for the organization.**



Development



**Community
& Strategic
Initiatives**

The Community & Strategic Initiatives department consists of programs that directly **support people and animals outside of our organization.**

The Operation department's primary purpose is to manage the operations of the shelter, **supporting the animals inside the organization.**



**Shelter
Operations**



Administration

The Administration department **focuses on internal people and resources.**

VOLUNTEER OPPORTUNITIES

FAQ's

- **When do volunteer opportunities take place?**
 - Everyday - 7:45 AM to Close (5,6,7 PM)
- **How many opportunities do you have?**
 - 20-30 per day - (Weekends vs. Weekdays)
- **Where do you need help the most?**
 - weekday mornings with kennel cleaning!
- **Can I take out the animals and play with them?**
 - We have trained roles that enable you to work directly with dogs/cats.
 - Things in mind - overstimulation/stress, safety, spread of disease

Development



Development Administrative Support

Help out with various office admin needs for our Development Department who oversees the fundraising efforts for HSC including our special events and direct mail solicitations.

Donor Database Support

Work with our Donor & Database Strategist to ensure that donor records are well-maintained, which makes a big difference in how we connect with the generous people who support HSC.



Development



Special Events

From HSC's Pet Palooza and our Ties & Tails Gala, to fundraising events at breweries, bars and restaurants, tabling at festivals, etc. In most of these event volunteer roles, you will serve as an ambassador for the Humane Society of Charlotte manning an informational table and other duties as assigned.



MEG DOHERTY
Marketing &
Communications Manager
ext. 236



JOSH WOODLIEF
Event Manager
ext. 255



Development



Special Events - Education Center Rentals

- Kitten Yoga
- Donor Events
- Other special events!



JOSH WOODLIEF
Event Manager
ext. 255



Pet Help



- Surrenders Voicemail Transcriber
- Pet Help Voicemail Transcriber
- Pet Food Bank Delivery
- Bagging Pet Food
- Pet Help Center Donation and Laundry Organizing



VIA SPENCER

Community Outreach
Coordinator

ext. 116



Clinic Services



- Clinic Services Laundry Specialist
- Clinic Services Support Volunteer
- Clinic Services Exam Room Caretaker
- Clinic Services Cat and Dog Kennel Cleaning



Sydney Walker

Clinic Services
Practice Manager

Education Programs



Education Volunteer*

Summer Camps, Field Trips, Student Service Days, and more!

Animal Ambassador Handler*

Attend events (summer camps, shelter tours, field trips, etc.) with your HSC evaluated Animal Ambassador to engage children of all ages in a variety of topics relating to animal welfare.

*Must become approved and pass evaluation testing with the Director of Education and Behavior Coordinator.

All Ed volunteers must meet with Emily and complete a background check (one time cost of \$25)



Foster Program



Foster Family.

Our Foster volunteers help prepare young, shy, senior or animals recuperating from injury or illness, ready to be adopted into forever families.

Their time in your care and subsequent adoption not only saves the lives of the animals you're fostering but also allows us the extra room to bring more animals into our shelter.



APRIL ROGERS
Foster Coordinator



BELLA MCDONALD
Foster Assistant (F/T)
ext. 227



Shelter Operations



- Cat Kennel Housekeeping
 - Dog Kennel Housekeeping
 - Dog Walking* - 2 Trainings
 - Adventure Tails*
 - Behavior Team Opportunities*
 - Playgroup, Shelter dog training
- *Must become a Qualified Dog Walker



K.C. THOMPSON
Shelter Operations
Manager



KAYLA WADE
Behavior & Training
Coordinator

Shelter Operations



- Ringworm Cat Kennel Cleaning and Socialization
 - *Training shift required
- Crate Washing
- Shelter Enrichment
 - *Training shift required



K.C. THOMPSON
Shelter Operations
Manager



KAYLA WADE
Behavior & Training
Coordinator



Shelter Operations



- Public Dog Training Assistant
 - Do not need to be a trained dog walker
 - Train directly with HSC's Community Dog Trainer



Shelter Operations



- Shelter Operations VM Transcriber
- Shelter Organizer and Laundry



CALLI RUTZINSKI
Adoption Center
Manager



K.C. THOMPSON
Shelter Operations
Manager



Shelter Operations



- Customer Service Concierge
- Retail & Cat Café Barista*
 - 1 training shift required



CALLI RUTZINSKI
Adoption Center
Manager



Other Opportunities!



- Young Affiliated Professionals Group
 - HSC's Young Affiliated Professionals (YAP) is a group of people who care about animal welfare and want to promote our mission. YAP aims to bring together Charlotteans who want to help animals in need while getting to know like-minded professionals through social events, networking, and fundraising activities.
- Dog Basics For Everyone
 - Commitment Free class going over topics such as: dog training, basic manners, crate training tips, training equipment, enrichment, and much more.
- Reading Buddies
 - Reading Buddies welcomes participants of all ages! Join our one-time orientation training session, Reading Buddies 101, to read to our animals at any time during our open hours!



POLICIES



GENERAL INFORMATION

- Maintain "Active Volunteer" Status
 - 6 hours each month (~2/3 shifts a month)
- No Show Policy
 - On your third no show, your account will be deactivated
- Parking
 - Always use the spaces along the back row of the parking lot and not in any of the spaces closest to the building
- Shelter Hours:
 - Sunday-Thursday, 11am - 5pm
 - Friday - 11am - 7pm
 - Saturday, 11am - 6pm
 - (Closed the 2nd Wednesday each month for All Staff Training)
- Clinic Services Hours:
 - Monday - Friday, 8am - 4pm



DRESS CODE

- HSC volunteer t-shirt and name tag
- Typical pants/shorts
 - nothing easy to rip
- Closed toe shoes in all positions

Animal-Handling Positions

- Long hair must be tied back
- Jewelry or piercings- hoops or dangling parts not permitted
- long pants



ONLINE QUICK TIPS

- "Fan" a program in Galaxy Digital to be notified of when new opportunities are posted
- Add yourself to the waitlist for specific opportunities
- Check back to see if anyone has dropped the shift - especially a day or so before
- "How to use this site" Page
- How to find opportunities!
- Causer App



QUICK TIPS - CONTINUED

- Ask Questions! - There are a lot of programs and information. Please don't hesitate to ask!
- Early morning shifts and entrances!
- Can't find something - let me know!



VOLUNTEER APPRECIATION!

- Annual Volunteer Appreciation Event
- Volunteer Milestones
 - 200, 500, 1000 hours!
- Volunteer Socials
- Volunteer Ed Series



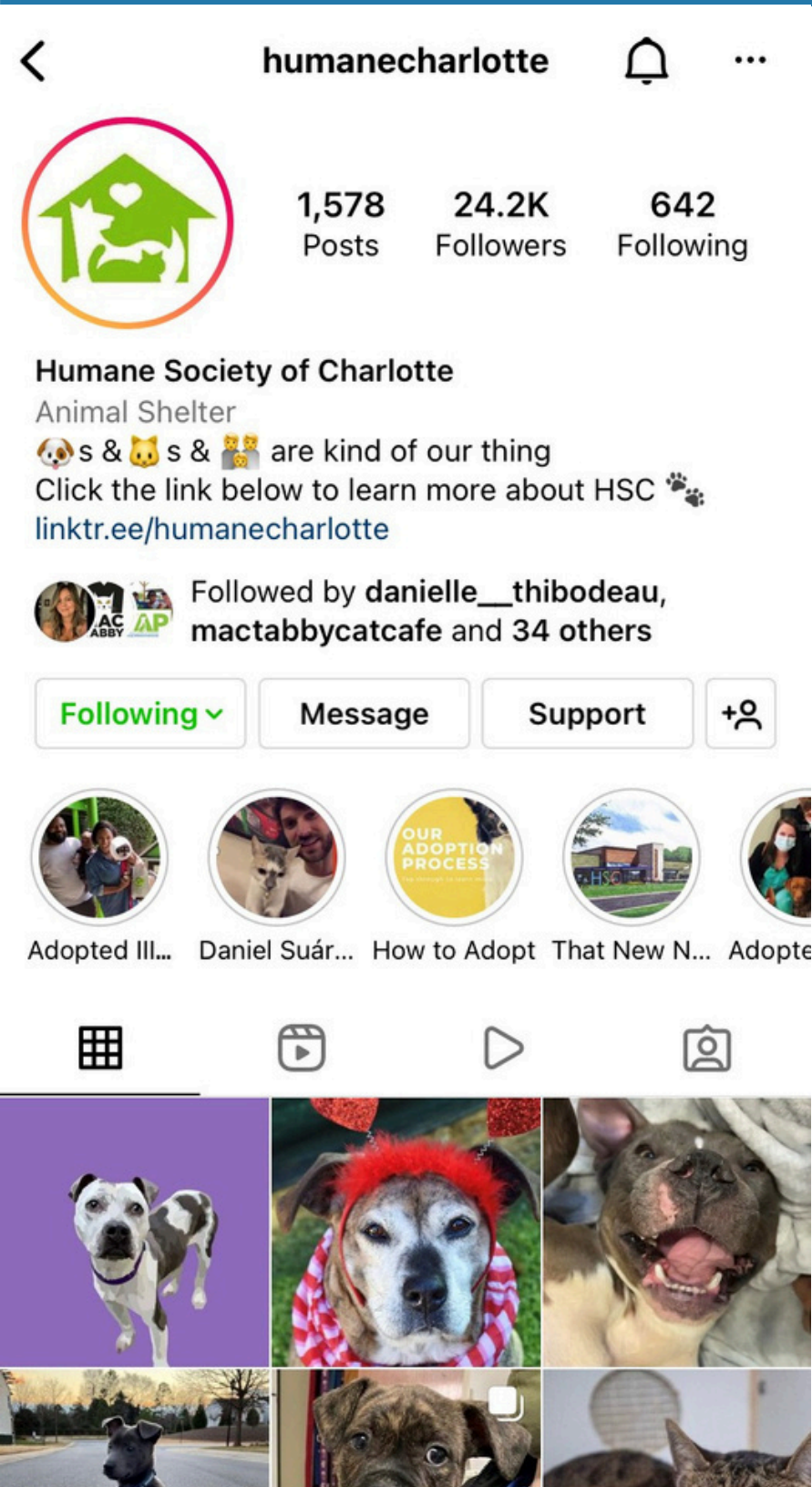
NEXT STEPS

- Complete your Galaxy Digital profile - add your photo!
- Review and sign up for upcoming opportunities and volunteer trainings
- Remember to log your hours
- First time? Check-in with customer service or clinic

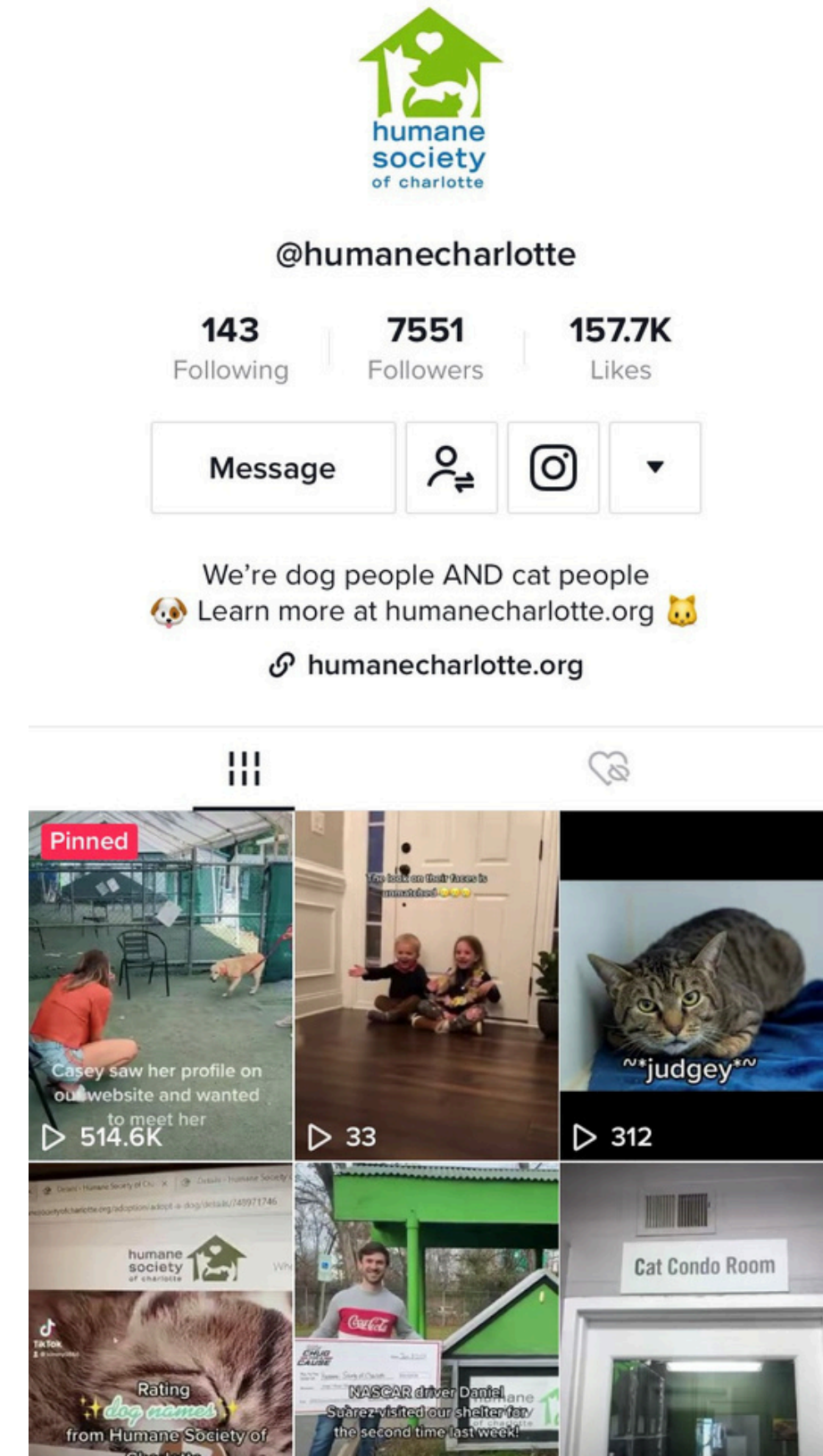
Enjoy your volunteer time
at HSC!



Social Media



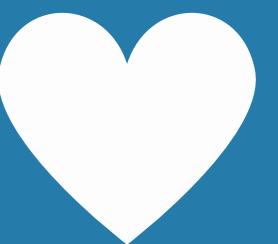
@humanecharlotte



We're so happy you're here with us



and so are they



**THANK
YOU!**

