



Thank you for your interest in volunteering with the Humane Society of Missouri! Included within this packet is information on our organization, our volunteer program, an overview of required training and a volunteer application. New applications are reviewed on Thursdays.

Please keep in mind that while we strive to find compatible volunteer opportunities for as many applicants as possible, there are times where the needs of the organization do not match the abilities, interests or schedules of all interested people. You will be contacted by a member of the Volunteer Department regarding acceptance into the program within 10 working days of receiving your application.

### **About the Humane Society of Missouri**

Since 1870, the Humane Society of Missouri has been dedicated to second chances. We provide a safe and caring haven to all animals in need – large and small – that have been abused, neglected or abandoned. As one of the oldest and largest animal welfare organizations in the United States, we help more than 85,000 animals every year.

Our mission is to end the cycle of abuse and pet overpopulation through our rescue and investigation efforts, spay/neuter programs and educational classes. We are committed to building lasting relationships between people and animals through our adoption programs. We further support that bond by making available world class veterinary care and outstanding pet obedience and behavior programs.

The Humane Society of Missouri is an independent non-profit organization. We receive no tax support or United Way funding. Thanks to the support of the community, donors and volunteers, we are able to offer many programs and service to help fulfill our mission. Our shelters take in unwanted animals and work to find them new, forever homes. Our Humane Education programs educate people of all ages about the Humane Society of Missouri's mission and how to properly care for living creatures. We are also proud to provide quality veterinary care and surgery services to the public through our Veterinary Medical Centers.

Our Behavior and Training programs offer pet owners opportunities to learn with their pets on a variety of topics from walking on a leash to advanced agility training. Our Animal Cruelty Task Force is a team of dedicated individuals who respond to disaster situations and also investigate cases of animal abuse such as puppy mills, dog fighting and hoarding. The Humane Society of Missouri is also proud to operate Longmeadow Rescue Ranch, a shelter and adoption center for horses and farm animals located in Union, MO.

### **The Realities of Animal Sheltering**

Sadly, thousands of animal come to us every year because they are unwanted or have been abused, neglected or abandoned. Litters of unplanned puppies and kittens, strays found on the streets and pets given up by their owners are daily occurrences at our shelters. We also routinely see animals rescued by our Animal Cruelty Task Force that have been beaten, fought, hit by vehicles or denied proper care. These sights and situations can be difficult which is why it takes a special person to volunteer at the Humane Society of Missouri.

We are an Open Admissions Shelter. This means that we do not turn away any animal regardless of breed, condition or space. While we do what we can to help all of the animals that come to our doors, we understand that some will have medical or behavioral conditions that prevent them from being adopted into homes. In these situations, the animals are humanely euthanized.

While volunteering at an animal shelter will certainly expose you to situations that can be frustrating or sad, it will also offer you the joys of interacting with passionate people and deserving animals. You will be able to experience first hand what we strive for every day: a loving, forever home for every adoptable animal. Our volunteers are a dedicated group of people who focus on improving the lives of the tens of thousands of animals we shelter and rescue each year.

### **Volunteer Opportunities**

Our volunteer opportunities are geared towards people interested in consistent, long term volunteering. Please review the following information on our currently available volunteer opportunities to see if there is a good match for you. Students in need of service hours for school will need to contact the Volunteer Department for further information on opportunities and projects available to them. We currently do not offer court ordered community service hours.

### **Volunteer Department Information**

Laura B. Renner, Volunteer Manager

Office Hours: Tuesday – Saturday from 8:30 am – 5 pm

Volunteer Hotline: 314-951-1577

Email: [Volunteer@hsmo.org](mailto:Volunteer@hsmo.org)

Fax: 314-647-4317

## **Emergency Response Team Volunteers**

The Emergency Response Team is a group of volunteers who work with the Humane Society of Missouri's Animal Cruelty Task Force in responding to disasters or assisting with rescues. There are two opportunities to be part of this team: first, as a Disaster Responder and second, as a Shelter Assistant.

Disaster Responders accompany Humane Society of Missouri investigators and staff as they respond to disasters throughout the country such as floods, hurricanes or ice storms. Once at a disaster site, volunteers assist at the sheltering facility caring for the animals rescued by our investigators. Those who participate in this aspect of the team must be available for deployments lasting 3 – 5 days and be able to leave on short notice. In most cases, transportation, lodging and meal expenses will be covered by the Humane Society of Missouri.

If you're unable to be a Disaster Responder but can help in local situation, then Shelter Assistant may be a good fit for you. Shelter Assistants help care for rescued animals brought to one of our Humane Society of Missouri shelters or cared for at local, temporary shelters. This opportunity would not require any overnight deployments and can be scheduled in advance to some degree.

Assisting in rescue activities can be physically, mentally and emotionally taxing so team members must be in good physical and emotional condition. You must also be able to work well on a team and in high pressure situations.

**Supervisor(s):** Emergency Response Team volunteers will report to the Volunteer Manager and the Director of the Animal Cruelty Task Force.

**Hours and Locations:** As rescues and disasters are unpredictable and occur throughout the year, specific dates, times and locations vary based on individual situations.

**Age Requirement:** At least 18 years old

**Expected Commitment:** We understand that not all team members will be available to participate in all situations, therefore there is no required annual commitment. Every twelve months, members of the Emergency Response Team will be given the opportunity to evaluate their current work and living situations and decide whether or not to continue as a member of the team.

**Required Training:** You must complete a separate application, not included in this packet, which will assess your current skills and experience. To be considered a beginner, or Level 1, responder you must complete the following training classes:

- HSMO 101
- Behavior and Training 101
- IS-100.a Introduction to Incident Command System
- IS-700.a Introduction to National Incident Management System

**Additional Training:** To be considered an advanced, or Level 2, responder you must also complete the below additional training classes:

- IS-10 Animals in Disasters: Module A
- IS-11 Animals in Disasters: Module B
- IS-111 Livestock in Disasters

## **Foster Parents**

Not all of the animals that come to the Humane Society of Missouri are eligible to be placed in forever homes right away. This is when we call on some of our most dedicated volunteers, our Foster Parents, to help care for the animals until they are ready for adoption. This includes puppies and kittens too young to be spayed or neutered; animals that are ill, injured or recovering from surgery; and adult animals with mild to moderate behavior issues. As Foster Parents, our volunteers are responsible for caring for the day to day needs of the animals including any medical treatments or medications. A big part of fostering is socializing the animals so that they know how to interact with other people or animals and understand how to behave in a home.

Our Foster Program is designed for animals needing short term fostering. The average length of stay in a foster home is around 2 – 4 weeks but this can vary depending on the specific needs of the animals. Our Foster Parents are able to request the types of animals they foster, the number of animals and also the length of time the animals are with them. For instance, we have some foster parents who only foster single adult dogs while others may request litters of puppies or kittens. Some foster parents may request only animals in need of a 1 – 2 week foster stay while others are open to animals needing a foster stay of 6 weeks or longer. It is completely up to the individual. We want you, your family and your lifestyle to be comfortable with the animals in your care.

Our Foster Program will provide all the needed supplies such as food, toys, bedding, litter or puppy pads. The Humane Society of Missouri also covers all veterinary costs associated with your foster animals. All you need to supply is a home full of love! For those with children, fostering is a great way to get the whole family involved in learning how to properly care for and interact with animals. Since fostering does involve your entire family, be sure to talk with them about your decision to ensure that everyone in the home is comfortable with animals coming and going. If you live in a rental property, be sure to have your landlord's approval to have pets in your home.

**Supervisor(s)**: Foster Parents will report to the Volunteer Manager and Foster Coordinator of the shelter out of which you are fostering.

**Hours and Locations**: Animals will be housed in your primary residence with an average stay of 2 – 4 weeks.

**Age Requirement**: At least 18 years old

**Expected Commitment**: We ask that all Foster Parents commit to fostering at least 2 times per year.

**Required Training**: You must complete the following training classes:

- HSMO 101
- Foster Parent Orientation
- Behavior and Training 101

**Additional Training**: Additional training classes on animal behavior and animal handling will be made available periodically throughout the year.

## **Gift Shop Volunteers**

Our Gift Shop volunteers assist customers with purchases, ring up sales, stock displays and offer a friendly greeting to all our shoppers. Our gift shops offer many pet themed boutique items as well as pet supplies. This is a perfect opportunity for outgoing and cheerful volunteers who love interacting with all kinds of people. You also get an opportunity to help new pet parents spoil their new, furry children! Knowledge of pet products and retail experience are a plus but not required.

**Supervisor(s)**: Gift Shop volunteers will report to the Volunteer Manager and Gift Shop supervisor.

**Hours and Locations**: Below are the locations and operating hours of our three Gift Shops.

### **St. Louis City Center (Macklind Avenue) and Chesterfield Valley Center (Boone's Crossing)**

Monday – Friday from 10 am – 6 pm

Saturday from 10 am – 5 pm

Sunday from Noon – 4 pm

### **Longmeadow Rescue Ranch (Union, MO)**

Friday from Noon – 3 pm

Saturday from 11 am – 3 pm

**Age Requirement**: At least 18 years old

**Expected Commitment**: Gift Shop volunteers need to commit to at least two, 4 hour shifts each month.

**Required Training**: You must complete the following training class:

- HSMO 101

**Additional Training**: None

## **Humane Educators**

One of the goals of the Humane Society of Missouri is to help educate the community on issues impacting animals today. Our Humane Education volunteers interact with children and adults of various ages and ability levels to help convey our message of respect and humane treatment for all living creatures. This is a perfect opportunity for volunteers who love teaching and speaking with others about animals. As a Humane Educator, or Docent, you will work closely with our Humane Education staff to prepare materials for classes as well as teach a variety of classes such as our CSI: For the Animals program which lets children be detectives and solve an animal crime.

To be an effective Humane Educator, you must have good public speaking skills and love working with children.

**Supervisor(s)**: Humane Education volunteers will report to the Volunteer Manager and Director of Education.

**Hours and Locations**: Humane Education classes are held at our St. Louis City Center (MackInd Ave.) and Longmeadow Rescue Ranch (Union, MO). Classes are scheduled at various times throughout the week including during and after school hours and on weekends.

**Age Requirement**: At least 18 years old

**Expected Commitment**: Our Docents are expected to volunteer at least 30 hours each year.

**Required Training**: You must complete the following training classes:

- HSMO 101
- Shadow a current docent during a class
- Co-teach classes with other docents prior to teaching alone

**Additional Training**: None

## **Pet Pals**

Everyone who volunteers at the Humane Society of Missouri is an animal lover but if you are a dog person through and through then Pet Pal may be the volunteer opportunity for you. Our Pet Pals are a group of dedicated, dependable people who aren't afraid of getting dirty. As a Pet Pal, you are responsible for walking and socializing our shelter dogs. Getting the dogs out for walks not only gives them a chance to take a much appreciated potty break but also gives them time to play, sniff, roll in the grass and learn how to behave on a leash and around others.

Pet Pals work very closely with the dogs meaning they are required to deal with poop. Whenever you walk one of our dogs, you are expected to clean up after it. After picking up the mess, you must also examine it to see if there is anything unusual that could indicate a problem with the dog. Commonly we see runny stool, worms or blood which can indicate a medical issue. Another thing we often see is pieces of toys that the dog has eaten. It's important to report anything strange in the dog's stool to a supervisor so that medication can be given or other precautions taken to ensure the dog stays healthy.

Picking up and examining feces is not your only interaction with it. Many of our dogs are not housebroken and will go to the bathroom in their kennels. This means there is a high likelihood the dog will have urine or feces on their feet, legs or other parts of their body. So how does this impact you? Many of our dogs will be so excited to go outside they will jump on you meaning whatever was on them, is now on your clothes, arms and sometimes, even your face.

Another aspect of working with shelter dogs is behavior. One of the common reasons we see animals surrendered to our shelters is that the cute puppy they once had has now grown into a big, untrained dog that the owner can no longer handle. Because of this, our average shelter dogs are around 1 – 3 years old, weigh 40 – 60 pounds and are not well mannered. These dogs commonly exhibit behaviors like pulling on the leash, jumping, mouthing and a general lack of impulse control. Walking them is not like walking your dog at home. To control these dogs, you must be in good physical shape, be able to interpret animal body language and think on your feet for when one of the dogs does something unexpected.

To ensure the safety of our volunteers, the public and of course, our animals, we have instituted specific procedures for how Pet Pals interact with our dogs. These procedures will be explained in your required training and mentoring sessions. It is expected that all Pet Pals follow these procedures without fail. You must also be in good physical shape, mentally sharp, in control of your emotions and able to work independently with little to no oversight.

While this opportunity is one of our most challenging, it is also one of the most rewarding. Through your dependability, consistency, love and attention, you will have a direct impact on the quality of our dogs' lives and their chances of finding a new forever home.

**Supervisor(s):** Pet Pals will report to the Volunteer Manager and Shelter Manager and Supervisor(s) of the location at which you are volunteering.

**Hours and Locations:** Pet Pals are able to volunteer at one of our three Adoption Centers.

### **St. Louis City Center (Macklind Ave.)**

Monday – Friday from 7:30 am – 6 pm

Saturday and Sunday from 7:30 am - Noon

### **Maryland Heights Center (Westport Area)**

Monday – Friday from 10 am – 6 pm

Saturday from 10 am – 5 pm

Sunday from Noon – 4 pm

## **Pet Pals (cont.)**

### **Hours and Locations (cont):**

#### **Chesterfield Valley Center (Boone's Crossing)**

Monday – Friday from 8 am – 6 pm

Saturday from 8 am – 5 pm

Sunday from 8 am – 4 pm

**Age Requirement:** At least 16 years old

**Expected Commitment:** Consistency is a huge part of being an effective Pet Pal therefore all Pet Pals are required to volunteer at least 2 hours each week for a minimum of 6 months however, you can volunteer for a longer period of time.

**Required Training:** You must complete the following training classes:

- HSMO 101
- Behavior and Training 101
- One on one mentoring with an experienced Pet Pal

**Additional Training:** Additional training classes on animal behavior and animal handling will be made available periodically throughout the year.

## **Ranch Assistants**

Longmeadow Rescue Ranch is one of the few rescue, rehabilitation and adoption facilities for horses and farm animals in the country. Located outside Union, MO, Longmeadow is home to rescued horses, pigs, fowl and other farm animals. While many of the animals are available for adoption, others are permanent residents known as our Barn Buddy Animal Ambassadors. Barn Buddies are part of our Education Program and can be sponsored by individuals. Our Ranch is open to the public on Fridays from Noon – 3 pm and Saturdays from 11 am – 3 pm.

To help keep the Ranch running smoothly, we depend on our Ranch Assistants to help with everything from feeding and watering the animals to cleaning stalls to maintaining the grounds. The Ranch operates seven days a week during daylight hours. This is a great opportunity for people who love horses and farm animals, or possibly grew up on a farm, to interact with some amazing creatures. This is a physically demanding opportunity so all volunteers must be in excellent shape.

**Supervisor(s):** Ranch Assistants will report to the Volunteer Manager, Director of Longmeadow Rescue Ranch and Education and Customer Service Coordinator.

**Hours and Locations:** Outside Union, MO (approximately 1 hour west of St. Louis) during daylight hours

**Age Requirement:** At least 14 years old however to interact directly with our animals, you must be at least 16. In order to volunteer at ages 14 and 15, you must have extensive experience with horses and/or farm animals and be approved by Ranch staff.

**Expected Commitment:** Ranch Assistants are expected to volunteer at least 60 hours per year.

**Required Training:** You must complete the following training classes:

- HSMO 101

**Additional Training:** None

## **Special Event Volunteers**

Do you love animals but have a hectic schedule that doesn't allow you to make a continued or long term volunteer commitment? If so, Special Events could be a perfect match for you!

Throughout the year, the Humane Society of Missouri hosts events to help raise funds for our organization, to raise awareness about our mission and to increase adoptions of our animals. Our largest event is Bark in the Park, a family fair and dog walk held each May which draws crowds of more than 5,000 people and their dogs. A few of our other events include the Charity Polo Match benefitting Longmeadow Rescue Ranch, the Women's Leadership Council's networking event, Purses for Pooches and Pals, and the Black Dog Club Reunion in the fall. Hundreds of volunteers help each year to make these events a success and to promote our animals.

**Supervisor(s):** Special Event volunteers will report to the Volunteer Manager and Special Events Manager.

**Hours and Locations:** Vary by event

**Age Requirement:** At least 16 but some events may have a minimum age of 18 years old

**Expected Commitment:** Special event volunteers as asked to assist with at least two events per year

**Required Training:** You must complete the following training classes:

- HSMO 101

**Additional Training:** A short training session may be required prior to some events

## **Required Training Overview**

All of the following training classes are offered at no charge to volunteers.

### **HSMO 101**

This course will give you an in depth look at animal welfare, the Humane Society of Missouri and the location at which you will be volunteering.

### **Behavior and Training 101**

This course will introduce you to reading and interpreting animal body language, understanding how dogs learn and the basics of canine training.

### **Pet Pal Mentoring**

These sessions will give you the opportunity to work one on one with an experienced Pet Pal. This will give you an opportunity to see first hand what goes into being a Pet Pal and gain a better understanding of how our small animal shelters operate.

### **Foster Parent Orientation**

This course will give you a chance to gain more in depth information about our Foster Program.

### **IS-100.a Introduction to Incident Command System**

This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS).

### **IS-700.a National Incident Management System (NIMS), An Introduction**

This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.





# Humane Society of Missouri Volunteer Application

*Please Print*

Date \_\_\_\_\_

## Applicant Contact Information

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone \_\_\_\_/\_\_\_\_/\_\_\_\_  Home  Work  Cell

Secondary Phone \_\_\_\_/\_\_\_\_/\_\_\_\_  Home  Work  Cell

E-mail \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Preferred Contact Method (select one):  Registered Mail  E-mail

## Emergency Contact Information

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone Number \_\_\_\_\_

## Additional Applicant Information

Excluding traffic violations, have you ever been convicted of a criminal offense?  Yes  No

Have you ever volunteered for the Humane Society of Missouri?  Yes  No

If yes, list dates of service: \_\_\_\_\_

Have you ever been employed by the Humane Society of Missouri?  Yes  No

If yes, list dates of service: \_\_\_\_\_

Do you currently volunteer with or work for another animal welfare organization?  Yes  No

If yes, please list the organization(s), dates of service and your responsibilities: \_\_\_\_\_

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## Humane Society of Missouri Volunteer Application (cont.)

How did you learn about the Volunteer Program at the Humane Society of Missouri?

- |   |   |
|---|---|
| <input type="checkbox"/> Humane Society of Missouri website     | <input type="checkbox"/> Humane Society of Missouri mailing   |
| <input type="checkbox"/> Referred by another volunteer or staff | <input type="checkbox"/> Media coverage of rescues and events |
| <input type="checkbox"/> Volunteered in the past                | <input type="checkbox"/> In the shelter or at an event        |

Why do you want to volunteer at the Humane Society of Missouri?

- |  |  |
|--|--|
| <input type="checkbox"/> I love animals                                      | <input type="checkbox"/> I have adopted from HSMO in the past    |
| <input type="checkbox"/> I donate/have donated to HSMO                       | <input type="checkbox"/> I need to complete service hours        |
| <input type="checkbox"/> I do not like being with people but like animals    | <input type="checkbox"/> I want to help abused/neglected animals |
| <input type="checkbox"/> I am interested in a career in animal welfare       |  |
| <input type="checkbox"/> I cannot have pets now but enjoy being with animals |  |

What are you hoping to gain from your volunteer experiences at the Humane Society of Missouri?

- |   |   |
|---|---|
| <input type="checkbox"/> Make a difference in the lives of animals  | <input type="checkbox"/> Learn how to better care for animals |
| <input type="checkbox"/> I want to meet others who share my interests   | <input type="checkbox"/> Overcome fear of animals             |
| <input type="checkbox"/> Being a volunteer will increase my chances of being hired by HSMO                      |   |
| <input type="checkbox"/> I want to adopt and this will help me know which available animal is a good fit for me |   |
| <input type="checkbox"/> I adopted from HSMO and want to help animals like mine                                 |   |

### Volunteer Interests

Please select the volunteer opportunities in which you are interested in participating.

- |  |  |
|--|--|
| <input type="checkbox"/> Emergency Response Team | <input type="checkbox"/> Pet Pal         |
| <input type="checkbox"/> Foster Parent           | <input type="checkbox"/> Ranch Assistant |
| <input type="checkbox"/> Gift Shop               | <input type="checkbox"/> Special Events  |
| <input type="checkbox"/> Humane Education        |  |

Please select the Humane Society of Missouri location where you would like to volunteer.

- |  |  |
|--|--|
| <input type="checkbox"/> St. Louis City Headquarters (Macklind Ave.)   | <input type="checkbox"/> Westport Area Center (Maryland Heights) |
| <input type="checkbox"/> Chesterfield Valley Center (Boone's Crossing) | <input type="checkbox"/> Longmeadow Rescue Ranch (Union, MO)     |



## Humane Society of Missouri Volunteer Application (cont.)

### Availability and Commitment

The Humane Society of Missouri expects our volunteers to be dependable and committed to the animals and the mission of our organization. Do you have any concerns about meeting the minimum time commitment required for the volunteer opportunities you are interested in? If yes, please explain.

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Some of our volunteer opportunities such as Emergency Response Team, Pet Pal and Ranch Assistant can involve being outside in unpleasant weather. Please indicate the weather conditions in which you **are not comfortable** volunteering.

- |  |                                   |                               |
|--|-----------------------------------|-------------------------------|
| <input type="checkbox"/> Heat over 90 degrees  | <input type="checkbox"/> Humidity | <input type="checkbox"/> Rain |
| <input type="checkbox"/> Cold under 32 degrees | <input type="checkbox"/> Snow     | <input type="checkbox"/> Wind |

To work directly with our animals, we require all volunteers meet required physical, mental and emotional criteria. Attached to this application are our Requirements for Direct Animal Contact. After reviewing this document, do you have any reservations regarding being able to meet these expectations? If yes, please explain.

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Please list any other information you would like to offer, including any reasonable accommodations you may need to perform your volunteer duties.

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## Requirements for Direct Animal Contact Positions

The following requirements are necessary for anyone wishing to volunteer as a Emergency Response Team volunteer, Foster Parent, Pet Pal or Ranch Assistant. In addition to the previously stated basic volunteer opportunity descriptions, the following is meant to indicate the essential physical, mental, and emotional requirements for these positions.

### Physical Requirements

- High level of manual dexterity including ability to use both hands simultaneously, bend and squat
- Ability to walk unaided on unpaved, uneven, muddy, and/or slippery ground
- Ability to stand and walk for significant periods of time while handling animals, assisting guests, or cleaning cages/kennels/stalls
- Average sense of vision, smell, and touch in order to assess body conditions of animals and note signs of injury or illness
- Average sense of hearing to identify when an animal is making sounds to indicate fear or pain
- Ability to effectively communicate with others
- Ability to maneuver in tight spaces and react quickly
- Ability to handle and maintain control of animals of various sizes with care and caution
- Must not have strong allergies to animals such as those housed in Humane Society of Missouri facilities or cleaning chemicals unless those allergies can be controlled by medication
- Ability to cope with strong and unpleasant odors
- Ability to cope with loud noises
- Ability to judge animals reactions to situations, sounds, and people

### Mental Requirements

- Ability to understand, remember, and follow instructions and procedures
- Possess problem solving capabilities
- Ability to observe and report animal health and behavioral concerns revealed during your interactions
- Awareness of surroundings at all times working with animals
- Ability to identify potentially dangerous situations including, but not limited to, animals acting in fear or pain
- Maintain a calm and professional manner at all times
- Display good judgment and react appropriately in various situations
- Ability to recognize limitations in knowledge or ability and be able to ask for help when needed

## **Emotional Requirements**

- Ability to cope with unexpected animal behavior
- Ability to cope in highly emotionally environments involving animals who were abused, neglected, or abandoned
- Understand and ability to cope with the reality that some animals in the care of the Humane Society of Missouri may need to be euthanized
- Ability to understand and support the Humane Society of Missouri policies and positions regarding animal welfare issues
- Ability to appropriately represent those policies and positions when interacting with the public or otherwise representing the Humane Society of Missouri