



# **Humane Society of Westchester**

AT NEW ROCHELLE

*from our home to yours*

Volunteer Handbook  
2017

# Humane Society of Westchester Volunteer Handbook

Welcome to the Humane Society of Westchester (the “Humane Society” or “Shelter”) Volunteer Program. The Humane Society relies upon Shelter Volunteers to assist with a variety of tasks around the Shelter and in the communities we serve. This Handbook includes information on the process of becoming a Volunteer and on the rules and procedures under which the Volunteer Program operates.

The Humane Society has three classifications of Volunteers:

- Adult Volunteers: Adult Volunteers must be 18 years of age or older.
- Junior Volunteers: Junior Volunteers must be between 14 and 17 years of age.
- Family Volunteers: Family Volunteers always work as a team and include (i) adult parents or legal guardians with children 10 to 14 years of age who want to volunteer at the Shelter; (ii) adult parents or legal guardians and their adult or junior wards who want to volunteer at the Shelter; or (iii) such other situations where the Humane Society, in its sole discretion, determines that a prospective Volunteer requires the additional supervision provided by a team situation. ***Adults with legal guardians and children between 14 and 17 years of age with physical, emotional or developmental conditions, including those on the autism spectrum, can only be Family Volunteers.***

Each Volunteer classification has a program designed specifically for it with a different orientation program and guidelines, as more fully described below.

The Humane Society relies on its Volunteers to provide the best services possible to its communities and the animals in its care. Volunteers have a profound impact on the lives of the animals. We are very grateful for your interest in our program and your commitment to donate your time and energy. The policies set forth in this Handbook are intended to ensure a healthy and safe environment for the animals, Volunteers, staff and visitors.

## **A. About Humane Society of Westchester**

For over 100 years, the Humane Society has been more than a shelter, providing lost, stray, abandoned, injured and abused animals with a caring transitional home while they wait for a loving permanent home.

The Humane Society is a private IRS qualified 501(c)(3) charitable organization managed by a professional management team and a volunteer board of directors. Our staff consists of an experienced and dedicated shelter manager, caring workers, and an active group of long-term Volunteers, including enthusiastic Family and Junior Volunteers. Together they make sure every animal in our facility receives the attention and care it needs. We provide animal rescue services to 19 communities in Westchester County, and rescue over 550 dogs and 800 cats each year. Day or night, we are responsible for taking in animals in distress from any of our communities.

We make every effort to reunite lost animals with their owners. When that is not possible, our staff puts a tremendous amount of energy into assessing the animal’s personality and needs, and matching the animal with the right adoptive home.

The communities we serve for rescuing their lost or homeless cats and dogs provide about 45% of the shelter’s funding. The other 55% comes from adoption and other service fees, donations, wills, bequests, grants and fund-raising. We do not receive any federal funding. We are compliant with all state and federal laws applicable to charitable organizations and animal care organizations.

## **B. Location and Hours of Operation**

Humane Society of Westchester  
70 Portman Rd, New Rochelle, NY 10801  
914-632-2925

[HumaneSocietyofWestchester.org](http://HumaneSocietyofWestchester.org)  
[facebook.com/HumaneSocietyofWestchester](https://facebook.com/HumaneSocietyofWestchester)

	<b>Business Hours</b>	<b>Volunteer Hours</b>
Monday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.
Tuesday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.
Wednesday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.
Thursday	2:00 p.m. to 8:00 p.m.	9:00 a.m. to 7:45 p.m.
Friday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.
Saturday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.
Sunday	10:00 a.m. to 4:00 p.m.	9:00 a.m. to 4:45 p.m.

## C. Contact Information

All people listed can be contacted via email at [Info@HumaneSocietyofWestchester.org](mailto:Info@HumaneSocietyofWestchester.org) or via the main phone number at Humane Society of Westchester (914) 632-2925.

<b>Role</b>	<b>Name</b>
Shelter Manager	Dana Rocco <a href="mailto:Dana@HumaneSocietyofWestchester.org">Dana@HumaneSocietyofWestchester.org</a>
Assistant Shelter Managers	Tiffany Monterola Anna-Lena Larsson
Adoption Counselors	Peter Wright Gorbutt Sara Etkin Keri Sershen Amy Eisenberg <a href="mailto:Cats@HumaneSocietyofWestchester.org">Cats@HumaneSocietyofWestchester.org</a>
Events Coordinator, Publicity & Social Media	Beverly Press <a href="mailto:Events@HumaneSocietyofWestchester.org">Events@HumaneSocietyofWestchester.org</a>
Cat Care Professionals	Carol D'Onofrio Mr. Huias Livingston Sonia Torres Melanie Press
Dog Care Professionals	James Adams Daniell Harris James Zandoli Nick Patrella Sofie Belk Pierre McGiver
Adult Volunteer Coordinators	Bill Fenty and Jennifer Fenty <a href="mailto:Volunteer@HumaneSocietyofWestchester.org">Volunteer@HumaneSocietyofWestchester.org</a>
Family Volunteer Coordinator	Karen Hessel <a href="mailto:FamilyVolunteer@HumaneSocietyofWestchester.org">FamilyVolunteer@HumaneSocietyofWestchester.org</a>
Junior Volunteer Coordinator	Vanessa Vieux <a href="mailto:JrVolunteer@HumaneSocietyofWestchester.org">JrVolunteer@HumaneSocietyofWestchester.org</a>
Green Dot Dog Walking Class Coordinator	Lee Anne Veley <a href="mailto:DogWalking@HumaneSocietyofWestchester.org">DogWalking@HumaneSocietyofWestchester.org</a>
Humane Education Coordinator	Dianne Heim <a href="mailto:Humane_Education@HumaneSocietyofWestchester.org">Humane_Education@HumaneSocietyofWestchester.org</a>
TNR Target Feral Cat Trapping Program Information	Dana Rocco <a href="mailto:Dana@HumaneSocietyofWestchester.org">Dana@HumaneSocietyofWestchester.org</a>
Foster Care Program Information	Dana Rocco <a href="mailto:Dana@HumaneSocietyofWestchester.org">Dana@HumaneSocietyofWestchester.org</a>

## **D. Types of Volunteer Activities Available**

Volunteers are an essential part of the Shelter's success and are needed in many capacities. A more detailed description of the types of volunteer activities available is set forth below. Some of these activities may be restricted to certain Volunteer classifications. We hope you find something here that suits your interests and skills. Please note that working in an animal shelter can sometimes be dirty, smelly and loud. If you are not comfortable with this, volunteering at the Shelter may not be right for you or you may prefer to assist us with more administrative tasks which are also needed.

### Volunteer Activities with Dogs:

- Walking
- Training
- Enrichment and socialization
- Grooming
- Quiet time
- Adoption Events

### Volunteer Activities with Cats:

- Socializing cats and kittens
- Enrichment
- Playtime
- Adoption Events
- Trap Neuter Return (TNR) of feral cats

### Fostering Animals at your Home:

- Kittens too young to be adopted
- Cats and kittens in need of socialization with people
- Dogs or cats recovering from surgery or illness
- Other domestic animals in need of more specialized care

### Around the Shelter:

- Assisting staff with feeding the animals
- Assisting staff with cleaning duties, including cages and laundry
- Grounds work (gardening, weeding, sweeping, snow shoveling, *etc.*)
- Sorting food and donations

### Behind the Scenes:

- Fund raising events and planning
- Shelter events

- Publicity and Social Media
- Web Design and Graphic Arts (for web site, events, brochures, T-shirts, etc.)
- Photography (web site, events, calendar, dog and cat adoptions, etc.)

#### Humane Education:

- Hosting group visits to the Humane Society (*i.e.* Boy and Girl Scout troops, school or church groups, *etc.*)

## **E. Volunteer Program Process and Procedures**

All Volunteers must complete an application and attend at least one Volunteer orientation session. Applications and scheduled orientation dates are available on the Humane Society's website [<http://www.humanesocietyofwestchester.org>] under "Volunteer." The orientation sessions require a reservation and are specific to the applicable classification of Volunteer: Adult Volunteers, Family Volunteers or Junior Volunteers. Once you have completed the orientation session applicable to your Volunteer classification, you can do all volunteer activities, **except walking dogs**, which is restricted to Adult Volunteers and requires additional classes, training and volunteer time. The requirements for a Volunteer to walk dogs are described in further detail in Section F of this Handbook.

### **1. Basic Guidelines for All Volunteers**

*The following requirements, rules, information and guidelines are applicable to all Volunteers.* Additional information specific to Junior and Family Volunteers is detailed below under the applicable Volunteer classification heading. All Volunteers must comply with the rules and requirements for volunteering at the Shelter or at Shelter events. The Humane Society reserves the right to terminate any Volunteer who does not comply with the rules and requirements set forth below.

**Hours:** Volunteers are welcome at the Shelter any time during Volunteer Hours set forth in Section B, above. However, Volunteer help is needed most in the morning hours between 9:00 a.m. and 11:00 a.m., and at the end of the day between 3:00 p.m. and 4:30 p.m. Every Volunteer is required to exit the Shelter no later than 15 minutes prior to closing time.

**Dress Code:** Wear clothes that can get dirty. Sweatshirts are better than sweaters since sweaters will pull if a dog jumps on you or a cat uses his claws. Closed shoes are strongly recommended. Open toed shoes risk injury; volunteers who wear sandals, even sturdy hiking sandals, do so at their own risk. Flip flops are not ever allowed. Dangling earrings, especially large hoops, can be dangerous and are not recommended since an animal may grab at them and injure you.

**Language:** All classes, documents and interactions at the shelter are in English. Those who do not speak and understand English cannot volunteer at the shelter for safety reasons unless they have an interpreter volunteering with them.

**Sign In and Out:** Every person is required to log in and out when they are volunteering at Humane Society of Westchester. There are index card files on the shelves by the entrance to the large cat room for volunteers to log their time. There are separate card files for Adult, Junior and Family volunteers. Fill in a blank index card with your name and file it under the first letter of your last name to use as your log. *Cards not used in 6 months are discarded and not retrievable.*

**Activities:** There is always something that needs to be done. There is a list of volunteer activities posted above the sign-in desk and a monthly white board calendar posted showing volunteer classes and planned activities. You may ask a staff member in a dog or cat area if they need help. You may assist with laundry, cleaning or dishwashing, or donations sorting any time you are at the shelter. E-mails are sent to Volunteers on a regular basis when help is needed at an upcoming event such as our dog wash.

**Proof of Volunteer Activity:** If a Volunteer needs a letter stating that he or she has volunteered, the Volunteer must get that when he or she is actively volunteering. No records are kept for later access and it is the Volunteer's own responsibility to keep the index card record active as long as necessary. Letters setting forth a Volunteer's participation and hours can be obtained from any adoption coordinator working at the front desk.

**Badges:** You will be given an ID badge at the start of your first visit to the Shelter after you attend an orientation. The badge must be worn at all times while you are at the Shelter so the staff can recognize you. Please do not leave your badge at the Shelter. We are not responsible for lost or stolen badges. You will be charged \$3.00 to get a replacement badge if your badge is lost or stolen.

**Adoptions and Fosters:** Adoption counseling and decisions relating to adoptions and fostering are the responsibility of the Shelter staff. Please do not recommend an animal to a potential adopter or foster care giver since not every animal is suitable for every adopter or foster care giver, and *vice versa*. If asked by a visitor for information about adoptions or fostering, please refer them to the adoption staff at the front desk. If you are occupying the Training Room or a Get Acquainted Room, you must vacate it for any adoption activity, which is the top priority of the Humane Society.

**Dog Kennels:** No Volunteer is **ever** allowed to enter any dog kennel unless they are an adult certified Humane Society of Westchester dog walker.

**Cat Cages:** You may go into open space cat areas and interact with the cats that are in there. No Volunteer should remove a cat from a cage or take a cat out of an open space cat room. If you want to take a cat that is in a cage into an area for socialization, ask a staff member if it is OK and the staff member will take the cat from the cage and show you where you can take the cat.

**Distressed, Ill or Injured Animals:** If an animal appears to be distressed, ill or injured, notify a staff member at the front desk. There are forms for this purpose on the Volunteer sign in table that can be filled out and left at the front desk. This is helpful if the staff is busy with adoptions and you want to be sure they are aware of something you have noticed.

**Personal Behavior:** The Shelter is a place of business and we ask that you behave in a professional and business-like manner. Do not wear headphones or use cell phones in the cat rooms or kennels. No “horse-play,” running, jumping, shouting or other loud and disruptive action is permitted in the Shelter, and such behavior will not be tolerated. It distresses the animals. Please keep negative comments about an animal’s personality or appearance and about cleanliness and odors to yourself. If friends or family want to visit the Shelter with you, they must take the orientation class. Staff members are always happy to answer questions, but they are often too busy to engage in long conversations. Be respectful of their time.

**Reception/Office Area:** Please do not congregate in the Reception Area, as it is very small. The office area behind reception is for staff only. Please do not enter this area without permission. Do not enter the manager’s or bookkeeper’s offices.

**Rooms Marked for “Staff Only” or With Other Language Limiting Entry:** No Volunteer should EVER enter a room designated “For Staff Only” or posted with other language limiting entry to certain persons. It is possible that some rooms may be accessible to Volunteers on some days but not others. This may be due to the need to use the room for quarantined animals or other matters. Please obey signs posted on room doors.

**Suggestions:** We are always looking for ways to make the Shelter better and more efficient. E-mail us any suggestions you might have.

**Shelter Dog Classes:** All volunteers are welcome to participate in our “Dog Training 101” classes, which allow a safe dog experience at the shelter in a supervised environment. You can work with the dogs within the class structure as one of your volunteer activities. Detailed information is in the Volunteering with Dogs section F.4 of this handbook.

**Sanitary Practices:** Prevent germs from spreading. Our animals often come to the Shelter with their origins and health condition unknown. Animals can carry germs for several weeks before showing any signs of feeling ill. During this time, they are at their most contagious. Please be sure to sanitize your hands when traveling from one area of the Shelter to another and both before and after handling any animal to avoid spreading germs. Wash hands with soap and water, as it is the most effective at preventing germs. Use the hand sanitizer after washing with soap and water. Hand sanitizer stations are located throughout the Shelter.

## **2. Junior Volunteer Program**

The Junior Volunteer program is for responsible teenagers from 14 to 17 years of age who love animals and are self-starters. After an initial orientation specially designed for Junior Volunteers, which is typically scheduled on a Sunday, this loosely structured program allows motivated young people to create their own volunteering schedule. Junior Volunteers are responsible for arranging their own transportation to and from the Shelter.

*If a Junior Volunteer does not log volunteer hours at the Shelter within 6 months from the date of his or her orientation class or for six months after his or her last volunteer activity, the Junior Volunteer will be required to retake the Junior Volunteer orientation class.*



Junior Volunteer tasks may include the following:

- Socializing cats and kittens
- Assisting staff in feeding cats and dogs
- Assisting staff in cleaning cat and dog areas
- Washing dishes
- Socializing puppies (when invited by the staff trainer and under supervision)
- Gardening and outdoor cleaning

Junior Volunteers are encouraged to help with planning and staffing Adult Volunteer fundraisers, as well as to create fundraisers of their own, such as organizing school donations drives.

Junior Volunteers are welcome to participate in our *Dog Training 101* classes. These classes are more specifically described in Section F.4, below. Other than in these classes, no Junior Volunteer is EVER allowed inside any dog kennel and Junior Volunteers are not eligible for dog walking classes.

The Junior Volunteer is responsible for keeping his or her volunteer records up to date if verification is needed for school or other purposes. *If a Junior Volunteer does not return to the shelter for six months, his or her volunteer log will be discarded and is not retrievable.* If the Junior Volunteer needs a letter stating that he or she has volunteered, the Volunteer must get that when he or she is actively volunteering. No records are kept for later access and it is solely the Junior Volunteer's responsibility to keep the record active as long as necessary.

Junior Volunteers must comply with the Basic Guidelines for Volunteers set forth in Section E.1, above.

### **3. Family Volunteer Program**

The Family Volunteer program was developed to accommodate (i) children from ages 10 to 13, (ii) children from ages 14 to 17 with physical, emotional or developmental conditions, including those on the autism spectrum, and (iii) adults who have legal guardians. The Family Volunteer program is designed for the family group to work as a team. ***The parent or legal guardian must attend the Family Volunteer orientation, must remain with the child or adult ward at all times while at Humane Society and is responsible for supervising all activities. At least one adult who has taken the Family Volunteer orientation must be present when the Family Volunteer group is volunteering, and the Humane Society reserves the right, in its sole discretion, to require the presence of more than one trained adult if necessitated by the behavioral issues of the children or adult wards in in the Family Volunteer group.***

***\*\*\*To be clear, any Adult who has a legal guardian or any child between 14 and 17 years of age with the listed conditions must attend the family orientation with his or her parent or guardian and be accompanied by that parent or guardian in every subsequent visit to Humane Society.***

Family Volunteers must reserve seats and attend an orientation session designed for them. A list of orientation dates can be found on the website. ***No adult may supervise more than 2 children.*** If a parent or legal guardian wants to include more than 2 children in the Family Volunteer program who are too young to qualify as Junior Volunteers, a second qualified adult must accompany them. ***A qualified adult is an adult who attends the orientation with the child or adult ward and then accompanies the child or adult ward on every visit to the Humane Society of Westchester. If an additional parent or legal guardian plans to volunteer with the child or adult ward, he or she must also attend the orientation. Any child or adult ward volunteering with the adult must have attended an orientation.***

Family Volunteers perform the same tasks as Junior Volunteers. Working as a team, they can help staff members with laundry, prepare meals for the animals, and clean dishes and animal areas. Family Volunteers can also socialize cats and kittens, play with puppies (when invited by a staff dog trainer) and help with clerical tasks. Volunteers are always encouraged to get involved with special events. Community fairs, parades, adoption events, fund raisers and the annual dog wash are just a few of the events at which Volunteers can help out.

Family Volunteers are welcome to participate in our *Dog Training 101* classes. These classes are more specifically described in Section F.4, below. Other than in these classes, no Family Volunteers are EVER allowed into any dog kennel and no Volunteer under the age of 18 is eligible for dog walking classes.

Family Volunteers must comply with the Basic Guidelines for Volunteers set forth in Section E.1, above.

## **F. Volunteering with Dogs**

Dog walking is a popular volunteer activity at Humane Society of Westchester and we enjoy having new adult volunteers who are ready to handle the responsibility safely. Because dog walking requires maturity, some physical strength, dexterity, and general comfort around large and loud dogs, only adult volunteers age 18 and over can participate. ***Once you have completed your adult volunteer orientation you must log six volunteer hours at the shelter as well as attend three "Dog Training 101" classes, described below, prior to taking a Green Dot dog walking class, which is required to walk dogs.*** Detailed information is below.

### **1. Dog Categorization**

The Humane Society takes in over 550 dogs every year, roughly a third of which have become separated from their owners and need us to help them find their way home. Once dogs become available for adoption, they will be categorized for volunteers into four types: Green Dot, Yellow Dot, Blue Dot and Red Dot. The colored dot is clearly marked on the kennel sign for that dog which also shows its name, breed, age, relevant information and some instructions for walking and handling.

The colored dots indicate the level of certification an Adult Volunteer is required to have in order to handle each dog. **These categories have been created for the safety and welfare of the dogs, staff and Volunteers and the rules relating to them must be respected and adhered to at all times.**

**Green Dot Dogs:** Green Dot Dogs are the easiest to walk and include most of our senior dogs, small dogs, some puppies, and certain adult dogs. Adult Volunteers who want to walk dogs must take the Green Dot Dog Walking Class. After completing the class, the Adult Volunteer may walk only Green Dot dogs until they are comfortable in the shelter environment, are ready to walk stronger dogs, and get further certification from the Shelter staff.

**Yellow Dot Dogs:** Yellow Dot Dogs are typically young and strong dogs that require strength and dexterity to handle, or dogs that need some special handling. Most of these dogs are walked with an EZ Walk harness to give some extra control to the walker. Adult Volunteers who have completed the Green Dot Dog Walking Class must get individually certified to walk Yellow Dot Dogs.

**Blue Dot Dogs:** Blue Dot dogs are on a specific training program being run by the staff trainers, which cannot be varied. This program is called “Train to Adopt.” Adult Volunteers participate in activities with Blue Dot Dogs by invitation only. If you become an experienced Yellow Dot dog walker and show sustained commitment to the shelter dogs, you may be contacted about participating in the Blue Dot “Train to Adopt” program.

**Red Dot Dogs:** Red dot dogs are not available to be walked or handled by any Volunteers. This can be for a variety of reasons including: the dog has not been at the Shelter the required time period to determine if the dog is available for adoption or is merely lost; or the dog has not yet been temperament-tested to determine the type of program it needs while at Humane Society.

## **2. Green Dot Dog Walking Program (Adult Volunteers Only)**

To work with dogs at Humane Society, Adult Volunteers first must meet the prerequisites described above and then take a Green Dot Dog Walking class. You will be evaluated during the class for your ability to comprehend the information on the dog kennel cards and competently and safely handle the dogs. The class instructor has sole discretion in granting or denying Green Dot certification. Once you have completed and successfully passed the class, a green dot sticker will be affixed to your Volunteer ID badge so staff will recognize you as a green dot dog walker. You can be removed from the dog-walking program for observed unsafe behavior or not following the rules reviewed in the green dot classes at the sole discretion of Shelter staff.

The purpose of the Green Dot Dog Walking Class is to ensure that every Adult Volunteer walking a dog has a safe and pleasant experience doing so. Acclimating yourself as a Volunteer to a shelter environment takes a bit of time and at first, we limit dog walking to our easiest dogs to give the Volunteer time to become familiar with the Shelter itself and the workings of the kennel.

An Adult Volunteer wanting to take the Green Dot Dog Walking Classes must register for the one-hour Green Dot Dog Walking Class as attendance is limited to insure that each Volunteer gets individual attention. The classes are offered once a month. To sign up, send an email to [DogWalking@HumaneSocietyofWestchester.org](mailto:DogWalking@HumaneSocietyofWestchester.org) with “Green Dot Class” in the subject line.

### **3. Yellow Dot Walking Program (Adult Volunteers Only)**

After an Adult Volunteer becomes comfortable walking the Green Dot Dogs, he or she can train to become a Yellow Dot Dog Walker, which certification will be indicated with a yellow dot sticker on your ID badge. Generally, Yellow Dot Dogs are more physically demanding to walk than Green Dot Dogs. Each person advances at his or her own pace to walking Yellow Dot Dogs. To prepare for advancement to the Yellow Dot level, a certified Green Dot Dog Walker is required to attend two (2) additional *Dog Training 101* classes before requesting a private Yellow Dot Dog training session.

Once you have attended two additional *Dog Training 101* classes, you may schedule a private, individually taught Yellow Dot walking session by sending a note to [DogWalking@HumaneSocietyofWestchester.org](mailto:DogWalking@HumaneSocietyofWestchester.org) with “Yellow Dot” in the subject line. During the Yellow Dot training session (roughly 90 minutes long) you will walk two or three Yellow Dot Dogs to enable the trainer to determine your comfort level and skill set in handling these dogs and using the EZ Walk harness, and work with you in improving your dog walking and handling skills. It is possible the trainer will ask you to take additional training classes before you can be certified as a Yellow Dot Dog Walker. The class instructor has sole discretion in granting or denying Yellow Dot certification.

### **4. Dog Training 101 Classes**

Dog Training 101 classes are held multiple times each week, but the schedule varies. The times are posted on the Volunteer Calendar at the shelter. There are 3 different Dog Training 101 Classes: Clicker Training, Dog Enrichment and What Every Shelter Dog Should Know. The purpose of the classes is to have shelter dogs learn skills that help them deal with the stressful life in the shelter and get adopted successfully into their new homes. An experienced teacher demonstrates proper techniques and the volunteers work directly with the shelter dogs.

There is no registration required for Dog Training 101 Classes and any volunteer can participate. Instructors will initial and date the back of the adult volunteer badge after each Dog Training 101 class attended by those adult volunteers working toward dog walking classes.

## **G. Volunteering with Cats**

Feline socialization allows all cats to enjoy human contact while they wait for their forever homes. Our caged cats need time to roam and play and volunteers can do this in the private socializing room when it is available. Our shy cats can be helped to warm up to people and increase their chance of being adopted by working with our volunteers.

We have designed a new 45-minute cat orientation to run regularly at the shelter in 2017 (no sign up required after you take the volunteer orientation) to help volunteers understand the cats in our care and how to best interact with them and help them to get adopted. The sessions will always be current as there will always be new cats to meet and learn about. The Cat Orientation schedule is different each month and is shown on the volunteer white board calendar at the shelter.

## **1. Cat Department General Rules**

- Prevent germs from spreading. Please be sure to sanitize your hands in between handling each caged cat or after leaving a free roaming cat room to avoid spreading germs. Keep in mind that germs can also be carried on your clothing, shoes, toys, brushes and other items the cats come in contact with. **Brushing of cats is not permitted as it can spread fungal infections.**
- Do not pick up cats or kittens: This can lead to serious injury, as many cats do not like to be picked up and carried about. If startled, a cat or kitten may fall or jump from your arms. If restrained, they may scratch or bite in an attempt to break free.
- Be kind: Despite our best efforts, Shelter life isn't easy and each animal handles stress differently. Do not assume that Shelter cats will behave like your cat at home. Pay attention to body language and be sure that each interaction is a positive one.
- Co-op Kitty: There are three adoption rooms open to volunteers and visitors. If you should choose to visit Co-op Kitty (the adoption room where cats are in cages,) please read the following rules that apply to that area.

## **2. Co-op Kitty Rules**

- Do not remove a cat from his or her cage without obtaining permission from the Front Desk staff.
- After you have been given permission, you may take the cat of your choice into the Get Acquainted Room. Cats cannot roam freely in Co-op Kitty.
- To prevent the spread of germs, you may only take one cat or kitten into the Get Acquainted Room at a time. The only exception is if the cats or kittens are sharing a cage.
- Be sure to wash your hands thoroughly with soap and water in between handling each cat.
- If you need assistance with a particular cat, please ask at the Front Desk.

## **3. TNR (Trap, Neuter, Return) of Feral Cats**

TNR is a globally recognized solution to the proliferation of community (feral) cats that live outdoors and are not generally socialized to humans. Feral cats are humanely trapped, then neutered, given a rabies vaccination and finally returned to their colony where one or several people care for them. The Humane Society assists colony keepers, in the municipalities that we

serve, with TNR of their feral cats. The Humane Society needs volunteers who can trap feral cats in these targeted colonies, as they are identified, and as our veterinary schedule allows. Experience with trapping is preferred, although not required. We will train you if you are interested.

## **H. Foster Program**

Open your heart and your home to an animal in need. Through our foster care program, you can provide a homeless pet with the extra time, socialization skills and care they need until they are ready for adoption. Every foster home requirement is different. Time commitments range from two weeks to two months. 24-hour support is provided. We supply the resources and you supply the love!

## **I. Behind the Scenes**

In addition to working with animals and helping with the huge amount of cleaning and prep work that is required to keep the Shelter running, Volunteers are also needed for various other types of activities such as fund raising, working at adoption events and raising awareness of the Shelter and the work it does throughout its communities.

### **1. Fund Raising and Donations**

As a not-for-profit organization, the Humane Society relies on the generosity of individuals, foundations and corporations to maintain its services. In addition to hosting several fund-raising events each year (including events like the Gala, Dog Wash, Photos with Santa and others,) we request contributions through direct mail and submit grant applications. Volunteers are needed to help out in a variety of areas including securing donations of merchandise, food, and money. Anyone who is interested in working on an event committee like sponsorships, journal, silent and live auctions, ticket sales, or can help out with clerical needs, is welcome. If you have experience or interest in fundraising events and want to help, are connected to a foundation or corporation that makes cash or in-kind charitable donations or wish to make a financial contribution, please let us know.

### **2. Publicity & Social Media**

It is important that the Humane Society, our animals and our events get publicized. Volunteers are needed to make sure that event information gets to newspapers, TV, radio stations, and Social Media sites. Volunteers also distribute event fliers throughout our service areas. Writing skills, creativity and tenacity in approaching publications and places to post fliers are skills needed for this activity.

### **3. Shelter Events**

The Shelter participates in or puts on numerous types of events throughout the year, both at the Shelter and in the communities we serve. Volunteers are needed in many capacities to support

these events such as: manning sign-in tables, selling merchandise, directing flow of traffic and people, assisting trainers, doing demonstrations, washing dogs, and the like. These events are a lot of fun, generate good will as well as revenue for the Shelter and help us get the word out in our communities, and help animals find loving homes.

#### **4. Web Design and Graphic Art**

Effective communication demands a superb web site and great graphics. We are constantly working to keep our web site fresh and informative. We invite Volunteers with web design and programming skills to work with us. The Humane Society uses graphics to create fliers advertising upcoming events, for use around the shelter showing adoptable pets, and especially on our web site and in electronic communications. Photoshop or other computer photo program skills, as well as creative design ideas, are needed for this activity.

#### **5. Photography**

Experienced photographers are needed to take professional quality pictures of our dogs and cats for our web site, fliers, calendar and newsletters. We also need photographers to record events and help select photos for posting to the web site. We also use photographers to photograph pets at events where people bring their own pets, which can be sold to raise funds for the Shelter.

#### **6. Humane Education**

School groups, church groups and scout troops frequently visit the Shelter and occasionally, we host children's birthday parties at the Shelter. These youngsters are given a talk about the Shelter, have a supervised visit with a dog and cat and get a tour of the facility. Help is needed with these groups since they number anywhere from 7 to 20. Most groups come after 3:30 p.m. during weekdays. Often these groups have collected goods or money to be donated to the Shelter.

### **J. DISCRIMINATION AND SEXUAL HARASSMENT**

The Humane Society will not tolerate harassment or derision of any sort directed at employees, Volunteers or any other person who may work in or visit our office or attend off-premises functions, including independent contractors, consultants or clients. The Humane Society is committed to providing a workplace free of harassment and expects all Volunteers to conduct themselves in accordance with this policy and to report offensive behavior before it rises to the level of harassment.

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature when, for example:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;

- (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment victims can be male or female, and harassment can occur between individuals of the opposite sex and between individuals of the same sex. Sexual harassment can occur between persons who are of superior and subordinate status or between persons who are of equal status in the work place. It is the actions that constitute harassment, not the status of the accuser and accused.

Sexual harassment may encompass a range of subtle and not so subtle behaviors, including, for example,

- physical and verbal sexual advances or repeated demands for dates;
- sexually derogatory or demeaning remarks or names;
- off-color jokes, vulgar comments, offensive language, and teasing about sex or sexual preferences;
- unwelcome touching, such as hugging, kissing, pinching or patting;
- posting or distributing, either physically or electronically, pictures, posters, cartoons or other materials that are pornographic or of a sexual nature.

**The Humane Society will not tolerate sexual harassment of any form involving its employees, customers, clients or Volunteers.**

**Nor will the Humane Society tolerate illegal harassment based on race, color, religion, sex, sexual orientation or identity, national origin, ancestry, age, disability, veteran status, marital status, or other protected category or activity, such as opposing discrimination or participating in any complaint process at the EEOC or other human rights agencies.** The use of inflammatory and patently offensive epithets and slurs and/or the dissemination of offensive jokes, cartoons and other materials, physically or electronically, are corrosive and create a hostile work environment, which will not be tolerated. It is important to remember that people have differing perceptions of what is offensive. Employees and Volunteers must be sensitive to these differences in dealing with colleagues. The Humane Society is prepared to take necessary and appropriate action to prevent or eliminate all forms of harassment on the job.

A Volunteer who is determined to have violated this policy will be terminated.

Section 20 of the Humane Society Employee Handbook and Policy Manual contains a detailed procedure for reporting, investigating and handling harassment and discrimination complaints. Such procedures are expressly incorporated herein and will be applied to Volunteers who report or feel they have been the victim of harassment or discrimination.