

Volunteer Handbook

Chippewa County Humane Association

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Welcome

Dear Volunteer:

Welcome to the Chippewa County Humane Association Volunteer Program!

Thank you for making the decision to volunteer your time and skills to the very important work of our organization. On behalf of the Board of Directors we welcome you to our shelter.

There are a number of ways to get involved that require different time commitments, schedules, and focus. We look forward to working with you to find a volunteer role or opportunity that matches your skills, interest, and schedule to our shelter's needs so that you can make a big difference in the lives of animals in need.

This handbook was designed to provide you with information about our organization, our program, and our policies. Its purpose is to give you guidelines to follow during your volunteer hours. Please read it prior to the orientation session and make sure to ask us any questions you may have.

All new volunteers are required to attend an orientation where you will learn more about the program and policies so you can start your volunteer work equipped with the information you need to successfully help our mission.

A big thank you from the animals and staff.

Table of Contents

| | Page |
|--------------------------------------|------|
| Welcome Letter | 2 |
| About Our Organization | 4 |
| General Overview | 4 |
| Mission Statement | 4 |
| Organizational Chart | 4 |
| About Our Volunteer Program | 5 |
| Code of conduct | 5 |
| Orientation | 6 |
| Volunteer Benefits | 6 |
| Volunteer Guidelines | 7 |
| Volunteer Opportunities | 8 |
| Volunteer Program Policies | 11 |
| Dress Code | 11 |
| Vaccination Policy | 11 |
| Smoking Policy | 11 |
| Complaints and Grievances | 11 |
| Emergency Protocol | 11 |
| Handling Media | 12 |
| Animal Disease and Prevention | 12 |
| Zoonotic Diseases | 13 |
| Ringworm Fact Sheet | 14 |
| Euthanasia | 14 |
| Rules and Regulations | 15 |
| Volunteer Disciplinary Policy | 17 |
| Alcohol and Drug Abuse | 17 |
| Harassment | 17 |
| Volunteer Agreement | 18 |
| Volunteer Release Form | 19 |

About Our Organization

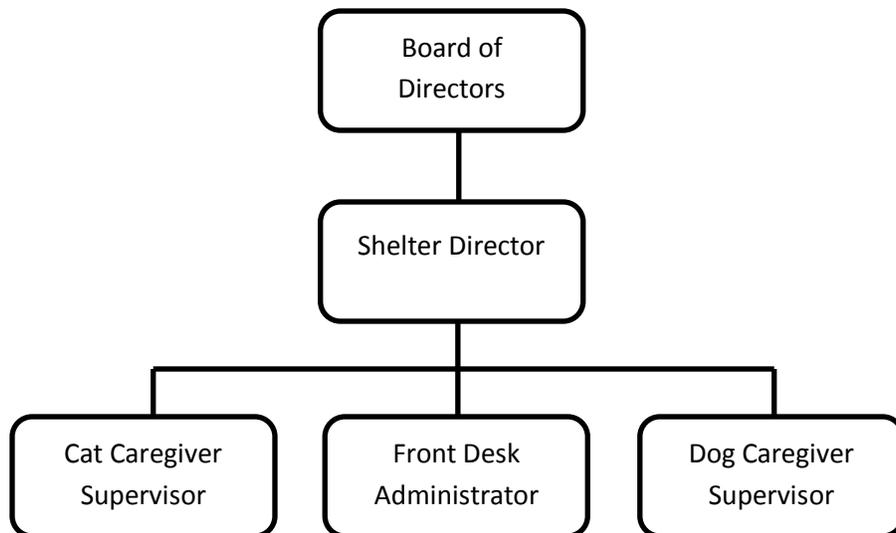
General Overview

The Chippewa County Humane Association is a non-profit organization dedicated to the humane treatment of animals. We take care of surrenders and strays from contracted municipalities and help them find forever homes. Your goal as a volunteer is to help us maintain a clean and sanitary environment and to improve the adoptability of the animals at the shelter by providing them with good physical and mental activity.

Mission Statement

The Chippewa County Humane Association seeks to relieve the suffering of homeless companion animals. By setting an example of excellence in animal care and placement, humane education, and community leadership, we can successfully emphasize their importance.

Organization Chart



If you have any questions, please address them with your immediate supervisor. If the question can't be answered by your supervisor, the Shelter Director will gladly clarify the answer to both you and your supervisor.

About Our Volunteer Program

Code of Conduct

As a volunteer representing the Chippewa County Humane Association (CCHA), your conduct and interaction with staff, other volunteers, and the public is expected to always be professional and courteous. By volunteering, you are making a commitment to the staff and the animals to carry out, to the best of your abilities, the tasks you have agreed to perform.

The volunteer Code of Conduct clarifies the expectations and principles of the CCHA. Should a volunteer display unprofessional, dishonest, or disrespectful behavior or exhibit a lack of self-discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for disciplinary action and/or permanent removal from the program.

As a volunteer at Chippewa County Humane Association, I agree to:

Respect

- Respect others even though I may not agree with them
- Display courtesy, sensitivity, consideration, and compassion for people and animals
- Use good judgment in recognizing the scope of authority of staff members

Safety

- Keep safety at the forefront of all volunteer activities
- Follow the rules presented to me in training
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to management.

Quality

- Perform all tasks to the best of my ability
- Ask for help when needed
- Recognize that training is essential to maintain safe shelter practices

Self-Discipline

- Recognize my limitations and those of others
- Set boundaries for myself – know your limits with the animals and other activities
- Hold myself accountable for the commitments I undertake

Communication

- Recognize that communication occurs both verbally and non-verbally
- Listen to the needs of others
- Advise shelter personnel of relevant information regarding the animals and my involvement at the shelter

Commitment

- Recognize that commitment comes from within
- Understand that people and animals count on me to honor my commitments
- Work together with staff and other volunteers to meet goals

Welfare

- Value my role in the maintenance and growth of the organization
- Strive to promote a positive environment
- Respect and support all people and animals

Orientation

All volunteers must attend an orientation session designed to give you the tools necessary to make your volunteer experience a successful one. We strongly recommend that you study this handbook before attending the orientation session so you can better understand the program and what's expected of you as a volunteer. The orientation will last approximately one and a half hours. During this time, we will explain how the volunteer program works and how you, as a volunteer, can help the shelter. You will receive your volunteer t-shirt and all the materials necessary to help you become a great volunteer.

Volunteer Benefits

As an active volunteer at CCHA, you will receive the following benefits:

- Training and support of staff and fellow volunteers
- CCHA volunteer t-shirt
- One-year Volunteer level membership
- The opportunity to learn and to assume a challenging responsibility
- Personal fulfillment from serving in a meaningful and valuable way

Volunteer Guidelines

- Familiarize yourself with, and adhere to, the CCHA policies.
- Sign up for a desired 2-hour shift 48 hours in advance.
- Don't forget to log your hours. Shelter staff will verify volunteer hours and make changes at their discretion.
- Sign in and out before and after your shift.
- Report any signs of illness in an animal to an animal care staff member.
- Wash your hands between handling each animal and use all required supplies to protect the animals against the spread of diseases.
- Clean up after yourself, whether in the office, grooming area, laundry room, or kennels.
- Maintain and exhibit a neat and professional appearance.
- Remember that we want animals to have the best possible homes. It may not be in the best interest of an animal to "push" for its adoption by a person who is not ready or capable of giving the animal the care it deserves.
- DON'T involve yourself with an owner's request for euthanasia and don't openly question or criticize euthanasia decisions in front of the public.
- DON'T remove any animals from the premises without the **express** permission of the kennel supervisor or supervising staff.
- DON'T bring your companion animals to the shelter.

Volunteer Opportunities

Our volunteer program is designed to help you experience the world of animal care by guiding you through the different levels of the program. Volunteers must complete 40 hours of work over a six month period and complete a short test before advancing to the next level. Volunteers can fulfill as many positions as they wish during their 2-hour shifts. Only 2 volunteers are allowed in the shelter for every shift.

Level I Opportunities

Housekeeping Helper

Cleanliness is vital for the wellbeing of the animals, staff, volunteers, and visitors. People in this position will perform the following functions:

- Disinfect cage furniture
- Wash animal dishes
- Clean the Colony room
- Set up cages
- Gather up all laundry, wash it, fold it, and put it away

Cat Groomer

Keeping cats looking and smelling good will improve their chances of being adopted. People in this position will perform the following functions:

- Bathe and brush cats
- Keep cats' ears clean
- Disinfect tools and grooming space between each grooming session

Adoption Assistant

An easy adoption process helps adopters and animals keep the levels of stress to a minimum. People in this position will perform the following functions:

- Speak to potential adopters about adoption policy and pricing
- Fill out adoption paperwork and put together adoption folders
- Keep animals entertained and safe while the adoption process is taking place
- Clean after adopted animals if necessary

Recycling Program Assistant

Profits from recycling aluminum cans are very important to help us reach our goals. People in this position will perform the following functions:

- Schedule the pickup of cans
- Transport cans to recycling areas
- Return receipts and money to CCHA immediately after the transaction has taken place

Additional Information:

- Volunteers must have a valid driver's license and a clean driving record on file with CCHA
- Volunteers must use their own vehicles --Trucks are preferred

PetSmart Location Cleaning Assistant

Showcasing our animals in different locations increases the adoption rate. People in this position will perform the following functions:

- Clean the cat cages for all cats at the Eau Claire PetSmart location
- Provide cats with water, food, and toys
- Clean litter boxes
- Manage cats safely when cleaning cages
- Report any illness or behavior issues to CCHA

Additional Information:

- This position is available every three weeks. One-hour shifts are available on a daily basis for a week between 3:00 pm and 9:00 pm. A volunteer can schedule as many shifts during that week as he wishes
- Additional training will be provided by PetSmart staff

Level II Opportunities

Advanced Cat Caregiver

All cat lovers will have an opportunity to spend more time with our beautiful felines. People in this position will perform the following functions:

- Assist with the cat morning cleaning
- Assist with vaccinations and other non-medical procedures
- Assist with intake examinations
- Socialize new residents

Dog Caregiver

Dog lovers will have an opportunity to spend lots of time with our awesome canine residents. People in this position will perform the following functions:

- Observe dog play groups
- Walk dogs (dogs must remain within the fenced area)
- Individual dog play time
- Assist with cleaning dog kennels when necessary

Level III Opportunities

Adoption Counselor

Potential owners need guidance and assistance with the adoption process. People in this position will perform the following functions:

- Discuss behavior and training with potential owners
- Educate potential owners about the transition between the shelter and the animal's new home
- Provide potty training tips and any other information that will make the adoption process successful

Volunteer Program Policies

Dress Code

As a volunteer of CCHA, you are as much of a representative of the shelter as our staff. A neat, well groomed appearance is expected. Volunteers must wear their CCHA volunteer t-shirt, jeans, and closed-toe shoes for every shift. Please make sure that your clothes are in good condition. Remember that as a volunteer you are a reflection of the organization. For your safety, shorts and sandals are not allowed.

Vaccination Policy

All volunteers are strongly encouraged to have a current tetanus vaccination prior to volunteering. This is for your safety.

Smoking Policy

For the health and safety of the animals, staff, and the public, CCHA is a smoke-free facility. Smoking is only allowed in the smoking area located on the east side of the building, outside of the employee entrance. The smoking area must be kept free of debris associated with smoking.

Complaints and Grievances

A grievance is any problem of a volunteer or group of volunteers resulting from work requirements or the conditions in which work is performed. Our goal is to find equitable solutions at the lowest possible level. These proceedings will be kept as informal and as confidential as possible. All grievances must be reported to the Shelter Director for resolution by the person or people directly involved.

Emergency Protocol

In the event of an emergency requiring evacuation of the premises, volunteers should evacuate the building immediately. The supervisor on duty is responsible for dialing 911, ensuring all people are evacuated from the premises, and leading any animal evacuation if needed or possible.

If necessary, the Fire Department or other trained professionals will assume responsibility for rescue and medical aid duties.

Handling Media

Volunteers are not authorized to discuss situations involving CCHA with the media or general public. If you are approached by a member of the media, please refer them to the Shelter Director.

Animal Disease and Prevention

If a shelter animal shows any of the following symptoms, immediately notify your immediate supervisor:

- Diarrhea
- Vomiting
- Ocular (eye) discharge
- Nasal discharge
- Sneezing or coughing
- Loss of appetite
- Lethargy
- Dehydration
- Abnormal gait or muscle control
- Excessive salivation

Steps we take for disease prevention:

- Vaccination
- Proper sanitation
- Isolation of infected animals
- Minimization of overcrowding
- Proper ventilation and fresh air
- Elimination of internal and external parasite

Zoonotic Diseases

What is a zoonotic disease?

A zoonotic disease is something that can be transmitted from animals to human beings. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites, and arthropods.

Types of zoonotic diseases include, but are not limited to:

- Campylobacteriosis
- Giardiasis
- Hookworm
- Roundworm
- Salmonellosis
- Toxoplasmosis
- Ringworm
- Scabies
- Bartonellosis (cat scratch fever)
- Bordetellosis
- Pasteurella
- Rabies
- Leptospirosis

What you can do to prevent zoonotic diseases:

1. Wash your hands thoroughly after handling any animal
2. Prevent animal waste from building up in the environment
3. Wear gloves when cleaning up feces
4. Maintain a regular program of veterinary care for your animals, including parasite control
5. Avoid being bitten or scratched. Keep animals' nails short
6. Don't feed undercooked or raw meat or let animals get into garbage, eat feces, or drink from toilet bowls

Special considerations for immunocompromised people:

Zoonotic diseases may be more severe for immunocompromised people. People at increased risk include people with AIDS, people on chemotherapy or being treated for immune mediated disease, people with organ or bone marrow transplants, the elderly, the very young, and pregnant women. If you are, or suspect you are, immunocompromised, consult your physician before deciding to add an animal companion to your household and volunteering at our shelter.

Ringworm Fact Sheet

What Is Ringworm?

Ringworm is not actually a worm but is the common name for a superficial fungal infection that can affect the skin of both animals and people, similar to athlete's foot.

Ringworm often appears as a circular, red, crusted lesion or rash, accompanied by hair loss, and often looks like many other skin conditions. It can be transferred from person to person, animal to person and even person to animal, primarily through physical contact. Ringworm can also be spread from object to person as towels, clothing, bedding, and even contaminated combs or brushes can transmit the infection. Ringworm may be more common to longhaired or specific purebred cats.

Ringworm Prevention:

Fungi such as ringworm are constantly in our environment; children often become infected in school gymnasiums and play yards. Some animals may be carriers of ringworm without showing physical signs. The best preventions against ringworm are ensuring your pets health through regular vet visits, being observant for suspicious areas of hair loss, and reducing your cat's risk by keeping them indoors.

Euthanasia

eu.tha.na.si.a 1. An easy and painless death. 2. Act or method of causing death painlessly, so as to end suffering.

Euthanasia is a difficult, but inevitable part of animal welfare. Our main goal at the Chippewa County Humane Association is to achieve zero euthanasia of healthy, adoptable animals in our care. Decisions regarding the adoptability of animals are made by trained shelter staff, including the Shelter Director after reviewing temperament test data and all other available information about the animal. Animals who pose a significant risk to other animals or to humans must be humanely euthanized in order to protect public safety. If an animal has behavioral issues that are treatable, every effort will be made to rehabilitate the animal. A personal attachment to certain animals and empathy for those who must be euthanized is absolutely understandable, but final decisions regarding euthanasia cannot be open for debate with volunteers. We encourage the volunteers to let the staff do their jobs without criticism or judgments, as the decision to euthanize an animal is emotionally difficult for everyone involved. As a volunteer, you will never have to witness the process of euthanizing an animal. If necessary, the procedure will take place at a veterinarian's office and will be performed by a licensed veterinarian.

Rules and Regulations

1. Volunteers must be over the age of 16.
2. Any individual wishing to volunteer must complete a volunteer application form and file it with CCHA.
3. Any individual wishing to volunteer must sign a volunteer agreement and a release form.
4. Applicants will be notified of approval/denial within 30 days of receipt of a properly completed application.
5. Before a volunteer may begin to work for CCHA, he/she must attend an orientation session to insure that policies, procedures, and operations are understood and followed.
6. Volunteers are considered unpaid employees and are expected to follow CCHA's rules and regulations and conduct the shelter's business in an appropriate manner.
7. The Shelter staff is responsible for shelter operations and following their directions and orders is mandatory. Failure to follow directions will result in removal.
8. The shelter is not an animal sanctuary and is not funded to run like one.
9. Volunteers shall be allowed in the shelter to perform the duties outlined in this manual during the hours established for volunteer services.
10. Only shelter staff may handle animals designated as "dangerous" or "potentially dangerous" or animals in isolation or quarantine. Volunteers are expected to adhere to all posting and warnings with regard to the handling of animals.
11. Volunteers are **not** allowed in isolations areas, intake areas, and ring worm treatment spaces.
12. Volunteers may not remove animals from the shelter for any reason without the written authorization of the Shelter Director.
13. Volunteers shall immediately report to the staff any change they note in the medical status or behavior of the animals in the shelter.
14. Any problems concerning the shelter, including but not limited to: animal cruelty, animal neglect, and violations of this manual shall be referred to the Shelter Director as soon as possible.

15. Some shelter operations represent a danger to people, especially those not familiar with dealing with animals. For this reason, friends, relatives, and children of volunteers are not allowed in the shelter with the volunteer during a scheduled shift.
16. Only volunteers physically capable and adequately trained in a specific task may perform that task.
17. Volunteers who are determined to be disruptive to shelter operations and/or not adhering to the stated code of conduct, policy and procedures, and staff directions shall be subject to the disciplinary policy set forth by this manual.

Volunteer Disciplinary Policy

If, at any time, a volunteer violates CCHA policies or is deemed unfit for volunteering for any reason, the Shelter Director reserves the right to immediately request that the volunteer leave the shelter premises. A volunteer may also be suspended from his volunteer activities as necessary until a final determination can be made on the action to be taken. Any request by a staff member for a volunteer to leave the shelter must be immediately followed. Depending on the nature of the violation, the volunteer may be suspended for a period of time or terminated. All disciplinary issues will be reviewed by the Shelter Director at the earliest opportunity.

Certain situations will not be tolerated and will cause the immediate termination of the perpetrator. They are as follows:

- Drug or alcohol use during volunteer hours
- Causing physical harm to others
- Physical abuse to animals
- Personal use of shelter property
- Gross misconduct undermining the organization and its objectives
- Theft
- Arguing with staff or other volunteers

Alcohol and Drug Abuse

Possessing, dispensing, or using alcohol or a controlled substance without medical prescription during volunteer hours is strictly prohibited, as well as reporting to a scheduled volunteer shift while intoxicated. Any volunteer found violating any of these provisions will be subject to immediate dismissal.

Harassment

Chippewa County Humane Association believes that each individual employed, and associated with us, has the right to be free of harassment because of age, color, creed, national origin, or sex; therefore, **CCHA will not tolerate any form of harassment.**

Sexual harassment is defined as:

- Unwelcome physical contact
- Uninvited or unwanted sexual advances
- An offensive overall environment, including the use of vulgar language, the presence of sexually explicit photographs or other materials, and the telling of sexual stories.

Volunteer Agreement

As a Volunteer of Chippewa County Humane Association (CCHA), I agree to:

- On a day to day experience, I will handle and treat animals with respect and compassion.
- Hold absolutely confidential all information that I may obtain, directly or indirectly, concerning clients, animals, and staff. I agree not to seek to obtain confidential information from a client. I understand that an intentional or unintentional violation of confidentiality may result in disciplinary action, including termination by CCHA and possible legal action by others.
- Be available to volunteer for a minimum of 6 months and 40 hours.
- Become familiar with CCHA policies and procedures, and uphold their philosophy and standards. I will seek clarification from a staff member when necessary.
- Donate my services to CCHA without contemplation of compensation or future employment.
- Be punctual and conscientious, conduct myself with dignity, courtesy, and consideration for others, and strive to make my work professional in quality.
- Wear appropriate volunteer attire and maintain a well-groomed appearance for all volunteer assignments.
- Attend supplemental and advance training whenever possible.
- Carry out my assignments in accordance with CCHA training, and seek assistance from a staff member when necessary.
- Limit my activity to my assigned work area unless otherwise directed by a staff member.
- Adhere to sign-in and scheduling procedures.
- Notify the shelter when I am unable to work as scheduled.
- Hold CCHA harmless for any injury(s) I might sustain from handling animals during the course of my volunteer duties.
- Be a good ambassador for CCHA and represent the shelter with dignity.

I have read and understand each of the above conditions. My signature below indicates that I agree to comply with them.

Printed Name

Signature

Date

Volunteer Release Form

_____ I agree to release, discharge, indemnify, and hold The Chippewa County Humane Association harmless for any and all damage to my personal property while performing my volunteer services to The CCHA in a voluntary capacity.

_____ I recognize that in handling animals at CCHA there exists a risk of injury including personal, physical harm. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify, and hold harmless The Chippewa County Humane Association, its agents and employees from any and all claims, causes of actions or demands, of any nature or cause connected to my Volunteer Agreement. This might include costs, attorney's fees, and court costs incurred by The CCHA in connection with my volunteer services based on damages or injuries which may be incurred or sustained by me in any way. Such damages or injuries might include, but are not limited to, animal bites, accidents, injuries, and personal property damage.

_____ I understand that public relations are an important part of volunteering at The CCHA. On behalf of myself, my heirs, personal representatives, and executors, I allow The Chippewa County Humane Association to use my photographs, films, videotapes, or other visual representations taken of me in volunteer service for use in public relations efforts.

I acknowledge that I have read and fully understand the terms and conditions of the foregoing Volunteer Release Form and agree to comply with the same.

_____ Date

_____ Signature of Volunteer

_____ Signature of CCHA Representative