



Animal Services & Adoption Center

Department of Police, Animal Services Division

Volunteer Manual

March 2015



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VOLUNTEER AGREEMENT

Dear Volunteer:

Welcome to the Montgomery County Animal Services Division, Animal Services and Adoption Center (MCASAC)! Giving your time is one of the best things you can do for the animals at the shelter. We rely on you to help us continue to provide the highest level of care we all want for the animals during their stay. Volunteering at the shelter will not only be rewarding for you, but also for the animals and staff at the Center. This manual outlines our general policies and procedures as they pertain to the volunteer program. Feel free to ask questions. We look forward to working with you.

***“The heart of a volunteer is not measured in size,
but by the depth of the commitment to make a difference
in the lives of our animals.” (Author Unknown)***

ABOUT OUR CENTER

The Montgomery County Animal Services and Adoption Center (MCASAC) provides high-standard sheltering and care to the homeless, abused, and neglected animals in Montgomery County and ensures the safety and welfare of the county's citizens.

The Center's doors are open to all animals in need from dogs and cats to farm animals, wildlife and exotics. Trained staff provides animals with daily care, mental and physical enrichment, health and wellness checks, and more. Through adoptions, spay and neuter programs, vaccination clinics, education and outreach, the Center serves as a critical community resource to promote and advocate for responsible pet care. With community support and partnerships with other animal welfare groups, our Foster, Rescue, and Volunteer programs enhance and save the lives of even more homeless animals.

Animal Services officers investigate citizen complaints 7 days a week and respond to animal emergencies 24 hours a day. These calls include animal-related matters such as: animal abuse and neglect; law enforcement; calls regarding stray, rabid, or aggressive animals; and sick or injured wildlife.

The Montgomery County Animal Services and Adoption Center is proud to serve as the region's largest eco-friendly animal services and adoption center.

Mission

We serve and protect all animals and citizens in our community with dedication and compassion. We strengthen the human animal bond through education, humane law enforcement, and by promoting responsible guardianship.

Services Provided

Emergency Rescue

Lost and Found

Foster Care

Animal Training & Enrichment

Adoption Services

Humane Euthanasia

Pet Licensing

Community Education/Outreach

Online Resources

Hours of Operation

Monday - Tuesday: 12 - 7 PM

Wednesday: Closed

Thursday - Friday: 12 - 7 PM

Saturday - Sunday: 12 - 5 PM

Volunteers are welcome at the Center during all regular public hours, and during non-public hours on a case-by-case basis. The MCASAC is closed to the public on county recognized holidays.

Contact Information

Address

7315 Muncaster Mill Rd
Derwood, MD 20855

Main Number

240.773.5900

Fax Number

301.279.1063

Volunteer Coordinator

Taleah Parker

Volunteer Coordinator Telephone

240.773.5650 (office)

240.428.9976 (cell)

Email

volunteermcasac@montgomerycountymd.gov

VOLUNTEER POLICY

Volunteer applications are accepted for all interested parties 13 years of age or older. Volunteers 13 - 17 years of age may participate in group activities approved by the Volunteer Coordinator. Volunteers under 18 years of age must submit written permission from a parent or guardian to participate and be accompanied by an approved supervisor or designated staff member while in the Center.

Interested volunteers will fill out a volunteer application and submit it to the Volunteer Coordinator along with a standard form of personal identification (driver's license, school ID, etc.). Because ASD is a division of the Montgomery County Department of Police, a basic background investigation must be completed for each prospective volunteer ages 18 and older. Not all applicants who apply for the volunteer program will be approved. ASD has many different areas in which volunteers are needed. Volunteers' skills and interests will be assessed by the Volunteer Coordinator and/or Center staff for placement within the volunteer program. Qualified applicants will attend an orientation consisting of a facility tour, receipt of a volunteer manual and completion of volunteer forms.

New volunteers are asked to commit at least eight hours per month for at least six months. Volunteers looking to complete a group project(s) and/or students interested in completing service learning hours may commit to a shorter term with approval from the Volunteer Coordinator. Volunteers are welcome at the Center during all regular public hours, and during non-public hours on a case-by-case basis.

All volunteer positions require some amount of on the job training. ASD has a tiered volunteer program. There are three volunteer levels: Basic, Intermediate, and Advanced. In order to move to the next level, volunteers must receive permission from the Volunteer Coordinator, complete the appropriate training(s), demonstrate their knowledge and skill proficiency level for the desired position, and/or complete a specified number of volunteer hours.

Volunteers trained to handle animals are responsible for the safety of not only themselves but the public, staff, and shelter animals. Therefore, animal handling positions require more training than many other volunteer positions. Volunteers are encouraged to attend training as it becomes available or in the event that a change of assignment is desired or necessary.

Volunteers serve at the discretion of the Montgomery County Department of Police, Animal Services Division. Volunteers are expected to provide their services in a manner consistent with the highest standards of integrity. We ask that volunteers make every effort to adhere to their assigned schedules, duties, and training provided by the Animal Services Division.

ASD reserves the right to dismiss volunteers from the Volunteer Program at any time. Volunteers may cease participation in the program at any time by notifying the Volunteer Coordinator. ASD appreciates feedback on the volunteer experience.

BASIC RULES:

-Volunteers are required to refer patrons with questions to staff for any matters in which they have not been formally trained. All media inquiries must be directed to the appropriate ASD staff.

-Volunteers may not disclose any information deemed confidential by the Center or the Animal Services Division.

-Volunteers are allowed in public areas of the Center only, unless they have specific approval and supervision from shelter staff.

-Volunteers may not use their position as an ASD volunteer to promote or advertise outside businesses or interests.

-For privacy reasons, it is not permissible to take photos on the premises without the prior approval of Center staff.

-Appropriate attire and proper identification must be worn by volunteers at all times. For safety reasons, comfortable clothing that protects the arms and legs and closed toe shoes are required when working directly with the animals.

-Drugs and alcohol are not permitted on the premises.

VOLUNTEER PROGRAM INFORMATION

Volunteer Code of Conduct

As a volunteer with the Animal Services Division, your conduct and interaction with staff, other volunteers and the public is expected to be professional and courteous at all times. By volunteering, you are making a commitment to carry out tasks to the best of your abilities.

As a Volunteer you pledge to:

- Respect others even though you 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
- Keep safety at the forefront of all volunteer activities
- Follow the rules presented to you in training
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to management
- Ask for help when needed
- Hold yourself accountable for the commitments you undertake
- Work together with staff and other volunteers to meet goals
- Value your role in the maintenance and growth of the organization

Relationships with Staff

Volunteers and staff are considered partners in implementing the mission of the ASD. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

Volunteer Opportunities

Animal Handling Positions

- Dog Handler (Weekday Evenings)
- Cat Handler (Weekday Evenings)
- Small Animal Handler
- Enrichment Assistant
- Kennel Helper
- Groomer
- Behavior Assistant
- Adoption Ambassador
- Animal Transporter*
- Photographer
- Special Event Assistant

Customer Service Positions

- Customer Service Greeter
- Special Event Assistant*

*Positions available as needed

To safely and effectively serve as a volunteer in all volunteer positions, volunteers need to possess the following capabilities:

- Ability to receive, incorporate and sustain instruction and feedback.
- Excellent communication skills. Bilingual is a plus.
- Customer service experience a plus.
- Possess problem-solving capability.
- Ability to be aware of potentially dangerous situations when working with the animals; ability to remain calm with animals who are upset, behave sensitively and confidently, and show good judgment and act appropriately in these situations.
- Ability to cope with unexpected animal behavior without assistance and euthanasia.
- Ability to cope with a highly emotionally-charged environment and in the presence of animals who are homeless, abandoned, injured and/or abused.

Animal Handling Positions

- **Dog Handler:** Dog Handlers are responsible for walking dogs, preparing and distributing enrichment items, cleaning runs and play areas as necessary.
- **Cat Handler:** Cat Handlers are responsible for socializing and providing enrichment to cats.
- **Small Animal Handler:** Small Animal Handlers are responsible for grooming the small animals and providing enrichment and other special activities.
- **Enrichment Assistant:** Enrichment Assistants are responsible for preparing and creating enrichment items such as stuffed Kongs, busy buckets, scent sticks, etc.
- **Kennel Helper:** Kennel Helpers are responsible for assisting staff with maintenance of the shelter to include items such as cleaning kennels, washing dishes, washing windows, doing laundry, organizing shelves, etc.
- **Groomer:** Animal Groomers are responsible for brushing, bathing, trimming fur, etc. Animals deemed safe for grooming will be identified by ASD staff.

- **Behavior Assistant:** Behavior Assistants are responsible for the socialization, enrichment and training of animals, including other special activities.
- **Adoption Ambassador:** Adoption Ambassadors are responsible for advocating adoptable dog(s) at the shelter and showcasing them in surrounding areas to attract potential adopters.
- **Animal Transporter:** Animal Transporters are responsible for transporting animals to local rescue organizations in the State of Maryland in their personal vehicles.
- **Photographer:** Photographers are responsible for capturing photos of adoptable animals at the shelter for use on the shelter's site, social media outlets, and print materials.
- **Special Event Assistant:** Special Event Assistants are responsible for assisting staff with the coordination of special events both on and off site. May involve the direct handling of animals.

To safely and effectively serve as a volunteer in animal handling positions, volunteers also need to possess the following capabilities:

- Ability to multi-task (example: open cage door while handling animal).
- High level of manual dexterity to leash/harness animals and handle small tools.
- Ability to walk animals unaided on paved walking trail and sometimes muddy and slippery terrain.
- Ability to leash/harness and pick up an animal.
- Ability to handle strong, energetic dogs.
- Ability to stand or sit for significant periods of time.
- Comfortable bending, squatting, and kneeling.
- Ability to move safely around the building and to be able to read notes on animals' paperwork.
- Ability to read an animal's behavior to identify if they are fearful or in pain.
- Ability to maneuver well in tight spaces.
- Must not have strong allergies to animals or to chemicals, such as those used in grooming or cleaning, that can't be managed by medication.
- Ability to deal with strong and unpleasant odors, fleas, feces and possible wounds or injuries to animals in our care.
- Ability to cope with a very loud environment.
- Ability to reach cabinets and cages at least six feet in height, using a step stool as needed.
- Ability to push carts and barrels of potentially heavy laundry; load and unload washer and dryer; fold clean laundry and put away.

- Ability to lift 50 pounds comfortably.
- Experience handling a variety of animals a plus.
- No known concerns about tolerating exposure to zoonotic diseases such as ringworm and mange.

Customer Service Positions

- **Customer Service Greeter:** Customer Service Greeters are responsible for greeting patrons in the lobby area and directing them to the appropriate areas.
- **Special Event Assistant:** Special Events Assistants are responsible for assisting staff with the coordination of special events both on and off site. May involve the direct handling of animals.

VOLUNTEER TIER CHART

Basic



This program is designed for volunteers with little or no experience or who do not wish to work directly with the animals.

Volunteer Opportunities Include:

- Customer Service Greeter
- Enrichment Assistant
- Kennel Helper
- Photographer
- Special Event Assistant

Intermediate



This program is designed for experienced volunteers who have been recommended by staff and approved by shelter management to work directly with animals.

Volunteer Opportunities Include:

- Cat Handler
- Dog Handler (Levels 1 – 2, puppies)
- Small Animal Handler

Advanced



This program is designed for volunteers who have completed advanced animal handling training and demonstrated their skills to management.

Volunteer Opportunities Include:

- Animal Transporter
- Behavior Assistant/Team
- Dog Handler (Level 3)
- Groomer

Adoption Ambassador



Mentor



OTHER POLICIES/INFORMATION

As part of your orientation process you will need to familiarize yourself with the policy and procedures as set forth by the Animal Services Division.

Age

Volunteer applications are accepted for all interested parties 13 years of age or older. Volunteers 13 - 17 years of age may participate in group activities approved by the Volunteer Coordinator that will not involve direct handling of the animals. Volunteers under 18 years of age must submit written permission from a parent or guardian to participate.

Service Commitment

New volunteers must commit to eight hours per month for at least six months. Students interested in service learning hours may complete a shorter commitment.

Recruitment and Equal Opportunity

The ASD promotes volunteer practices that ensure fair and equal treatment of all volunteers, including equal opportunity. The ASD will not tolerate discrimination because of race, creed, color, religion, national origin, gender, marital status, sexual orientation, or any other legally protected classification. Volunteers are recruited based upon their interests and capabilities suitable to perform the requirements of a volunteer position.

Orientation

Orientations will be held approximately once a month.

Trainings

All volunteer positions require some amount of on the job training. The ASD has a tiered volunteer program. There are five volunteer levels: Basic, Intermediate, Advanced, and a level for Adoption Ambassadors and Mentors. In order to move to the next level, volunteers must receive permission from the Volunteer Coordinator, complete the appropriate training(s), demonstrate their knowledge and skill proficiency level for the desired position.

Volunteer Mentors

Experienced volunteers wear a blue star signifying that they are volunteer mentors. These volunteers are there to answer questions or assist new volunteers. You can check a mentor's schedule on Volgistics. New volunteers are encouraged to schedule their first volunteer duty shift when a mentor is available.

Placement

The volunteer coordinator will try his/her best to assign volunteers a placement based upon their interests, skills, and qualifications. We reserve the right to reassign you as may be needed by the program.

Schedule

The volunteer coordinator will create a schedule based on the needs of the shelter and its staff, the availability of a volunteer, and a volunteer's interests. Schedules will be distributed to volunteers including location, times, and the supervisor responsible for the assigned area.

Volunteers should sign-up for trainings and volunteer duty prior to arriving at the shelter via the shelter's online volunteer management software, *volgistics*. When volunteers arrive at the shelter, they should sign-in in at the front adoption desk and head to their assigned work area once they arrive at the Center. Upon completion of their scheduled hours, volunteers should sign-out and let staff know that they are leaving for the day. The ASD is not responsible for volunteers once they leave the premises. Once home, the volunteer should log onto *volgistics* and record their hours on the timesheet. Please refer to the *Volgistics User Guide* for further details.

Service Learning Requirements

Volunteers completing service learning requirements for school/college are required to bring all appropriate paperwork that needs to be signed and completed to log their service hours. The volunteer coordinator will not be held responsible for this paperwork.

Email

We communicate with our volunteers primarily by email. In the event that might not be feasible, we will make attempts to reach you by phone. Please keep your contact information current with the Volunteer Coordinator at all times.

Performance Feedback

Volunteer performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. These discussions will focus on clarifying expectations, providing appropriate training and development or coaching.

Confidentiality

Confidentiality regarding personal information about clients and the outcome of individual animal situations must be maintained at all times.

Answering Questions from the Public or Media

On occasion you may be asked questions regarding policies, philosophies, or services. Please refer all inquiries to the Volunteer Coordinator or the Director. Please refer to the Communications Policy for further details.

Pictures

For privacy reasons, it is not permissible to take photos on the premises without the prior approval of Center staff. Please refer to the Communications Policy for further details.

Visitors

Volunteers are not permitted to have personal visitors join them at the Center.

Grievance Procedures

Volunteers are expected to bring concerns regarding violations of policy and/or codes of conduct immediately to the attention of the Volunteer Coordinator. We value your feedback.

Euthanasia

The Montgomery County Animal Services Division is dedicated to saving the life of every healthy and treatable animal as defined by the Asilomar Accords. Euthanasia is never a decision that is made without the utmost consideration for all of the factors as we know them and quality of life is paramount for the animal.

When the decision to euthanize an animal is made Montgomery County ASD staff will use all modalities available to minimize the stress to the animal and to maximize the safety of the staff. The euthanasia process will be conducted in a manner that is humane and respectful to the animal. Euthanasia is performed solely by trained Euthanasia Technicians (ET) in accordance with Montgomery County ASD policy and procedures, Maryland state law, and the American Veterinary Medical Association (AVMA) guidelines.

Euthanasia is very difficult for staff, at every level, and has been considered a secondary post-traumatic stress disorder. Compassion and support for ASD employees is greatly appreciated.

Volunteer Dismissal

Volunteers serve at the discretion of the Montgomery County Department of Police, Animal Services Division. The ASD reserves the right to dismiss volunteers from the Volunteer Program at any time.

The ASD works diligently to provide a safe and enjoyable experience for all our volunteers. The policies and procedures in place serve as guidelines for appropriate behavior. If a volunteer commits a violation of the rules, disciplinary procedures will be followed. *Volunteering at The ASD is a privilege, not a right.* Volunteers who commit minor violations of policies and procedures will be verbally counseled in an effort to achieve acceptable corrective behavior leading to compliance. Continued violations could result in additional counseling or dismissal. Serious violations will result in termination.

The ASD has a zero tolerance policy for:

- Abusive behavior towards animals
- Physical or verbal abuse of any staff or volunteer
- Disregard for rules and regulations

In the event of performance problems or behavior concerns, the ASD may take disciplinary action in the form of any or all of 4 steps depending on the severity of the problem and/or number of occurrences:

- 1) Verbal Warning
- 2) Written Warning using MCP30 form
- 3) Suspension
- 4) Termination

All volunteer verbal and written warnings are documented.

Resignation

Volunteers may cease participation in the program at any time by notifying the Volunteer Coordinator. Please provide the Volunteer Coordinator at least a week notice. The ASD appreciates feedback on the volunteer experience.

Communications Policy

Social Media

Montgomery County Animal Services and Adoption Center (MCASAC) recognizes that many of its staff, volunteers, and associates use social media such as Facebook, Twitter, LinkedIn, YouTube, Pinterest, etc. Social media is a powerful tool which can be used for very positive ends. However, use of social media can become a problem if it:

- Is used to harass or discriminate against other employees, volunteers, or our clients, rescue partners, etc.
- Divulges confidential information about MCASAC, MCASAC residents, or our clients/rescues; or
- Harms the goodwill or reputation of MCASAC.

Social media includes all means of communicating or posting information or content of any kind on the Internet, including your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Montgomery County Animal Services and Adoption Center, as well as any other form of electronic communication. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates, or otherwise adversely affects members, customers, or people who work on behalf of MCASAC and its legitimate operational interests may result in disciplinary action, up to and including termination.

Guidelines

At the Montgomery County Animal Services and Adoption Center (MCASAC), we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.*

- Maintain the confidentiality of MCASAC's "trade secrets" and private or confidential information. Trade secrets may include information regarding the development of programs, services, policies, processes, and operations. Do not post internal reports, policies, procedures or other internal confidential communications.
- Do not create a link from your blog, website or other social networking site to an MCASAC website without identifying yourself as an MCASAC associate.
- Express only your personal opinions. Never represent yourself as a spokesperson for MCASAC. If MCASAC is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of MCASAC, fellow employees, volunteers, associates, donors, customers, or people working on behalf of MCASAC. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Montgomery County Animal Services and Adoption Center."

- Do not post any comment or picture involving an employee, volunteer, patron/client or rescue partner of MCASAC without their express consent.
- Do not post any comment which can be construed as harassment of the public, volunteers/members or staff.
- Do not post any falsification or misrepresentation of MCASAC policies and procedures or by-laws.
- Unless given written consent, you may not use MCASAC logo or any organizational material in your posts other than for approved MCASAC event/promotional flyers.
- Do not use MCASAC email addresses to register on social networks, blogs or other online tools intended for personal use.
- Never post any information or rumors that you know or suspect to be false about MCASAC, fellow associates, members, customers, or people working on behalf of MCASAC.
- Violation of this policy may lead to revocation, suspension or termination of staff/volunteer/member status.

*All MCASAC staff must also adhere to policies set forth in the county's Administrative Procedure on the Use of Social Media:

http://portal.mcgov.org/content/departments_intranet/omb/forms/APs/ap6-8.pdf

MCASAC's Social Media Accounts

The Montgomery County Animal Services and Adoption Center (MCASAC) operates and maintains its social media sites as a public service to provide information about our programs, services, projects, issues, events and activities. We welcome participation on MCASAC's various social media pages, and we hope you will participate in our online community.

MCASAC reserves the right to remove postings or comments that it believes are inappropriate for any reason, including:

- Offensive or inappropriate in nature
- Misleading or irrelevant information
- Bullying and personal attacks
- Support of individuals or organizations which promote animal cruelty
- Promotion of violent or illegal activities
- Spam or commercial sales

While we encourage open discussion and amiable debate on relevant topics, abusive language, bullying or chronic harassment of MCASAC and/or its supporters is not acceptable. Continued violation of our policies will result in users being removed or banned.

Media Acknowledgment

All media inquiries regarding the Montgomery County Animal Services and Adoption Center (MCASAC) and its operations should be directed to the Community Outreach Coordinator, Executive Director, or County Public Information Officer.

All correspondence from MCASAC to the media should come from the Community Outreach Coordinator, Executive Director, or County Public Information Officer.

All campaigns, press releases, appeals, marketing materials, web sites, etc. are created, distributed and managed by MCASAC administration. Materials should not be distributed on behalf of MCASAC without permission.

Photographs

The Montgomery County Animal Services and Adoption Center (MCASAC) occasionally presents photographs for marketing and promotional purposes through print publications, signage, websites, social media and other venues. MCASAC staff, volunteers, and partners have the right to take photographs, video, or digital recordings to use in any and all media, exclusively for the purpose of MCASAC promotional and marketing purposes.

Logo Guidelines

As a general rule, third parties may not use the Montgomery County Animal Services and Adoption Center (MCASAC) logo. Third parties may only use the logo without permission only under the following limited circumstances:

- In advertising, marketing collateral, or a website that references your connection with MCASAC (for example, the material states that you are an authorized partner or affiliate of MCASAC).

The following guidelines must be followed for all use of the logo:

1. Use only approved MCASAC logo artwork as provided:
 - Use the positive version on light or white backgrounds.
 - The logo is not accompanied by the registered trademark symbol (®).
 - The symbol may not be separated from the logotype.
 - A black logo is allowed when media reproduction is black only. Otherwise, 1-color, blue logo (as provided by MCASAC) should be used.
2. To properly stage the logo, a minimum clearance between the logo and other elements must be maintained. The height of “Animal Services & Adoption Center” in the logo indicates the measurement of minimum clearance between the logo and other elements on all sides of the Logo.
3. The width of the logo must always be at least 70 pixels for on-screen or 1” (25mm) for print.
4. Unless given permission by MCASAC’s Community Outreach Coordinator or Executive Director, logo may not be used in any manner that might imply that any non-MCASAC materials, including but not limited to programs, services, websites, or publications are sponsored, endorsed, or affiliated with MCASAC.
5. The logo may not be displayed as a primary or prominent feature on any non-MCASAC materials. Organizations using the logo pursuant to these guidelines must also display in the primary and more prominent position, their own logo(s), business name, product names, or other branding.

6. The logo may not be imitated or used as a design feature in any manner.
7. The logo may not be used in a manner that would disparage MCASAC or its programs or services.
8. Non-MCASAC materials should not mimic any MCASAC advertising, promotions, or website and social media design.
9. The logo must be used as provided by MCASAC with no changes, including but not limited to changes in the color, proportion, or design, or removal of any words or artwork. The logo may not be animated, morphed, or otherwise distorted in perspective or appearance.
10. The logo must appear only in a horizontal (landscape) position.
11. The logo must stand alone and may not be combined with any other object, including but not limited to other logos, words, graphics, photos, slogans, numbers, design features, or symbols.
12. The logo must never appear with any other symbol or icon; contained within a box, circle, or other shape; or combined with any other name, logo, or icon to create a cobranded logo.

SAFETY

Cell Phones

Please limit your cell phone use to the volunteer room or outside of the Center. If you must make or answer a call, please take the time to finish what you are doing first and then move to an area outside the shelter

Drug Free Workplace

Alcohol, drugs, and other disabling substances are prohibited. No volunteer may work under the influence. See: Chapter 24-9 of Montgomery County prohibits smoking in public places.

Sexual and Other Unlawful Harassment

The ASD is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

If you experience or witness sexual or other unlawful harassment in the workplace, it should be reported to the Volunteer Coordinator immediately. If the Volunteer Coordinator is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Director or designee. You may raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual harassment will be quickly and discreetly investigated.

Dress Code

Volunteers are required to adhere to the following standards at all times while at work:

- Closed-toe shoes
- Long pants
- Short or long sleeve shirts (Inappropriate attire consists of: tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; or tops with bare shoulders)
- Name tags must be worn at all times

Lockers are provided in the volunteer lounge, but you must bring your own lock. The Center is not responsible for lost belongings. Please leave valuables at home or lock them securely in your car.

Emergencies

Please report any injuries to yourself, other volunteers, visitors or animals to the Volunteer Coordinator or shelter staff immediately, this includes bites and scratches. We are required to file an incident report.

Compassion Fatigue and Stress

Working in the animal welfare field, especially in areas with exposure to animal cruelty and euthanasia, puts volunteers and staff at greater risk of compassion fatigue. Compassion fatigue is a condition characterized by a gradual lessening of compassion over time. In order to maintain your emotional and physical health, it is important to know the ways to help combat compassion fatigue.

- Acknowledge and respect your feelings
- Stay connected with others
- Support your teammates
- Laugh
- Seek out resources or professional guidance
- Focus on the positive
- Maintain a healthy diet and nutrition
- Get adequate physical activity and exercise
- Practice effective communication and assertiveness
- Taking appropriate action to resolve challenges
- Let go of things over which you have no control
- Maintain a positive self-image and self-talk

From time to time, take an opportunity to check on your stress level. Take action to manage stress before it causes problems with your physical or emotional health or your job performance.

INFECTIOUS DISEASES

Zoonoses

Zoonotic diseases are transmissible from animals to humans. The mostly commonly found zoonotic diseases in a shelter include:

- Bartonellosis (Cat-Scratch Fever)
- Brucellosis (Malta Fever)
- Bubonic Plague
- Ringworm
- Campylobacteriosis
- Cryptosporidiosis
- External Parasitic Infections (caused by lice, mites & fleas)
- Giardiasis (Beaver Fever)
- Leptospirosis (Weil's Disease)
- Lyme Disease
- Nematode (worm) Infections
- Pasteurellosis
- Rabies
- Salmonellosis (Salmonella)
- Toxoplasmosis

Limiting transmission of disease

- Report any animal that appear sick to the animal care supervisor or the vet suite immediately
- Wash your hands between animals
- Do not let animals housed apart interact or touch noses unless specified
- Immediately pick up feces once a dog has defecated on the grounds and wash and disinfect any cement or solid surface
- Sanitize equipment such as poop scoopers between uses

Can I transmit diseases to my own pets from volunteering at the shelter?

The most effective means of preventing the spread of illness to your pets (or spreading illness from your pets to our shelter animals) are to:

- Make sure that your own animals are up-to-date on all their vaccinations
- Change your shelter clothes before socializing with your animals at home, and vice-versa
- Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home (even better, designate a pair of shoes to be your “shelter shoes” and take them off before entering your home).

Please proceed to this page to signify that you have read and agree to the terms of the manual.