

VOLUNTEER HANDBOOK



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1. INTRODUCTION

1.1 WELCOME

Welcome to P.A.W.S. of Dearborn County and Humane Center. We are very happy and excited that you want to become a volunteer. Our Volunteer Program was developed to help you better acquaint yourself with P.A.W.S. of Dearborn County & Humane Center and the animals that reside here. In addition, your volunteer hours provide invaluable service to our humane center. Without you, the program cannot succeed!

1.2 MISSION STATEMENT

To improve the lives of unwanted and abandoned animals by providing a safe and humane shelter environment; promoting successful adoptions and pet owner education; and reducing the animal population of Dearborn County by sponsoring spay/neuter programs.

1.3 OUR VISION...

Is to ensure that 100% of adoptable animals are given an opportunity for a forever, loving home. Our long-term goal is to help reduce pet overpopulation in Dearborn County and to educate and assist the public on humane, responsible animal care.

1.4 WHO WE ARE

P.A.W.S. was chartered as a non-profit organization in the state of Indiana in April 2001, and received tax exempt status under Section 501(c)3 of the IRS code in February 2002. Known simply as P.A.W.S., the Partners for Animal Welfare Society of Dearborn County is an all-volunteer non-profit organization dedicated to improving the lives of unwanted and abandoned dogs and cats in our county. Since its founding in 2001, P.A.W.S. has helped thousands of dogs and cats at a cost of approximately \$400,000.

For years, P.A.W.S. has completely paid for the spay/neuter program at the Dearborn County Animal Shelter, and sponsored a companion animal spay/neuter voucher program for county residents. P.A.W.S. also pays for much of the medical care of shelter animals, including lab work, x-rays, medications and surgery. P.A.W.S. volunteers raise the funds to support the organization's many programs through an incredible number of fundraisers, private and civic donations, and grants. In addition to offering foster homes for shelter animals, P.A.W.S. stages frequent adoption events.

The new animal shelter, called "P.A.W.S. of Dearborn County Humane Center," is owned and operated by P.A.W.S. It is located in Lawrenceburg on Charles A. Liddle Drive. Under its agreement with the county, P.A.W.S. is responsible for animal care, while the county will remain responsible for animal control. This model of a non-profit/governmental partnership has become the norm throughout the country. P.A.W.S. and county leaders believe this collaboration is a win-win-win opportunity: for the county, the residents, and the animals.

P.A.W.S. has been managed by a Board of Directors since inception. Currently, eleven members make up the Board of Directors including those with entrepreneur, accounting, management, and animal care/shelter experience. This Board will create and oversee all policies for the Humane Center cooperatively with the center director to develop and maintain optimum health and well-being of the animals and promote high adoption rates. They will also continue to oversee all P.A.W.S. formed committees (public relations, fundraising, financial, etc.) designed to implement and maintain P.A.W.S. programs.

1.5 CONTACT INFORMATION

P.A.W.S. of Dearborn County & Humane Center
200 Charles A. Liddle Drive
Lawrenceburg, IN 47025
Phone: (812) 577-0829 ~ Fax: 812-577-0833
Email: Volunteer@pawsofdearborn.org
Website: www.pawsofdearborncounty.org

Center Director: Becky Foster
Assistant Director: Tara Rogers

P.A.W.S. Board of Directors:
Sandra Carley (president)
Robbin Pelfrey (vice-president)
Audrey Snyder (secretary)
Pat Hawkins (treasurer)
Becky Foster
Donna Bauer
Carol Bamberger
Penny Schroder
Genie Hebert
Penny Fisk

Volunteer Coordinators: (email: volunteer@pawsofdearborncounty.org)
Penny Schroder
Sandy Carley

1.6 SHOULD I BECOME A VOLUNTEER?

Becoming a volunteer can be rewarding, satisfying, fun and a great way to make new friends. But you should go into this work with an awareness of a few important facts. The Humane Center's first and foremost concern is taking care of the animals, making sure their surroundings are clean and disinfected, that they are as healthy as they can be, and that we find permanent homes for them as soon as we possibly can.

Imagine you are a potential adoptive customer. The animal whose cage is dirty or smelly and is rather dirty and smelly himself is probably going to be passed over. The animal that is clean, with a clean kennel/cage and bedding, is much more appealing and likely to be adopted. Everyday the mornings are devoted to making this happen before the center opens to the public.

For this reason, a very important volunteer position is to help with animal care, i.e. cleaning the catteries and kennels. This can be a smelly, dirty job, but knowing you are making an animal feel better and look better is a terrific feeling. If you are squeamish about "poop", another way to help is doing laundry or washing pet dishes. Bathing animals is another way to make our animals look their best.

Environmental Enrichment for our animals is more challenging than it might appear. Most of our animals are strays and therefore it is not as easy to predict their behavior. We need experienced volunteers who are comfortable with large rowdy dogs, or fearful, stand-offish cats. A dog that is capable of following commands, does not jump or pull at the leash and can be calm around new situations is an adoptable dog. A cat who allows itself to be picked up and held is an adoptable cat.

Other volunteer opportunities that are available are the Foster Program and Humane Education.

There are many very important volunteer positions available that don't require direct contact with the animals. Some of these are clerical duties, housekeeping/laundry, maintenance, grounds keeping, and off-site events such as fundraisers, festivals, parades, etc.

2. VOLUNTEER POLICIES

2.1 AGE REQUIREMENT

Volunteers must be a minimum of eighteen years old to select positions that involve direct animal care/handling. Volunteers younger than eighteen may complete a Youth Volunteer Application/Profile/Waiver, and may also contact the Humane Education Director for projects and programs of interest. Volunteers younger than eighteen are encouraged to hold fundraising/donation drives for the items on our Wish List as a significant way to help our homeless animals. Service projects for scouting, school, or church are also encouraged.

Volunteers under eighteen may also help with tasks such as laundry, dishes, housekeeping, grounds keeping, and some off-site events. These volunteers must be accompanied by a parent/guardian at all times. All must submit an application and receive orientation and training before volunteering.

2.2 TRAINING

All volunteer assignments require training. Several assignments require prior training before a volunteer can be scheduled or schedule themselves in the P.A.W.S. Volunteer Management System (Volgistics). Please check each assignment for training and/or approval requirements.

2.3 RESPONSIBILITIES

As a volunteer you are responsible for treating all animals in our facility kindly, gently and professionally, and always show care and respect for each other. Volunteering is a commitment and we ask that you take it very seriously and conduct yourself accordingly. The policies of P.A.W.S. of Dearborn County & Humane Center must be supported both inside and outside of the shelter.

2.4 PARKING & SIGN-IN/OUT

Volunteers are asked to leave the closest parking spots open to the public. When you volunteer, please make sure to sign-in and sign-out. This helps us keep track of your volunteer hours and know who is in the facility.

2.5 GUESTS

Guests of volunteers and family members are only permitted to visit during open hours and are viewed as "public customers." No guest is permitted to help with volunteering, socializing animals unsupervised, or entering 'Staff Only' areas. If they would like to volunteer, they must follow the guidelines for all volunteers.

2.6 SMOKING POLICY

P.A.W.S. of Dearborn County & Humane Center is a non-smoking facility. If you need to smoke, you may do so behind the building in designated smoking areas. This will be permitted on break or lunch periods only.

2.7 ASSUMPTION OF RISK

Volunteers may have close contact with animals, plants, diseases, etc. P.A.W.S. of Dearborn County & Humane Center is in no way responsible for any injuries due to exposure to our environment and animals. Please take precautions around all the animals at the Center and always think before you act. The Center staff should never put you in a situation with which you are not comfortable. If you feel unsure about any situation, please let the staff handle it. You must alert a staff member if you are bitten or scratched by an animal even if it does not break the skin.

When returning home, be sure to wash your hands before touching your own pets. It is recommended that you reserve one pair of shoes specifically for your volunteering sessions and that you do not wear them into your house. This is simply a precaution against the unlikely transmission of disease to your own animals.

2.8 UNIFORM POLICY

There is no specific uniform for the Center; however, volunteers are encouraged to wear their volunteer T-shirt. You must come to the Center prepared to get dirty. You will undoubtedly get cat or dog hair on you and cleaning up after the animals is messy and can be smelly. For this reason the following rules apply:

- Only pants or jeans are to be worn.
 - No dangly jewelry is to be worn.
 - No open-toe shoes, flip-flops, or dress shoes are to be worn.
 - No cut-offs, tube tops, or strapless shirts are to be worn.
 - No graphic, vulgar, or shirts with advertisements, other than the Humane Center's, are to be worn.
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2.9 ABSENCES/ATTENDANCE

We truly rely on our volunteers, so if you have committed to come in, assist with specific projects, or attend an off-site event, we would appreciate it if you arrive on time. If you are unable to fulfill a commitment, please call the person in charge as soon as possible. We do understand that unforeseen circumstances come up that will require you to cancel.

2.10 GRIEVANCE POLICY

P.A.W.S. wants you to feel comfortable identifying problems and working on solutions. Resolving problems promptly is usually best for all. First, try to resolve the situation through communication and compromise with those who are directly involved. If the problem can't be resolved in this manner, contact the Volunteer Coordinator for further assistance.

2.11 BITES AND SCRATCHES

If you are bitten or scratched by an animal in our care, report the incident immediately to the Volunteer Coordinator or a staff member. This is vital to the safety of staff, volunteers, customers, other animals, and the animal itself.

2.12 DISMISSAL

Volunteers are considered vital to the Humane Center, and we are so very grateful for the service they provide. However, volunteers are expected to obey the policies and procedures for both the volunteers' and animals' safety. Any infraction or disregard for our policies, code of conduct, or procedures will result in a dismissal from the Volunteer Program. Volunteers may be dismissed at any time and without notice. Volunteers may also be dismissed for any of the following reasons:

Mistreating an animal, disrespecting staff member and other volunteers, disrespecting guests, stealing, misrepresenting P.A.W.S., endangerment of animals, endangerment of staff, endangerment of guests, endangerment of other volunteers, and/or endangerment of self.

2.13 STANDARDS OF CONDUCT

Employees/volunteers constantly interact with the public in person and over the telephone. PHC expects all employees/volunteers to interact with the public in a professional and courteous manner, and in every situation to seek to educate the public concerning responsible pet care. If a complaint is made, it should be referred to a supervisor

All employees/volunteers are expected to be aware of and in full compliance with the policies and procedures of PHC and to present themselves to the public in such a way that reflects favorably upon the organization.

We are committed to providing the highest quality customer service; conducting our business in a fair, ethical, and proper manner; and to the stewardship of PHC. To do this, integrity is one of our key values. We believe personal and professional integrity must serve as the foundation for all of our internal and external business relationships and interactions.

We expect you to follow the highest standards of ethical business conduct and always remain mindful of your impact on others while carrying out our mission.

PHC expects its employees/volunteers:

- To treat all animals humanely.
- To comply with or accept assignments from an authorized supervisor.
- To demonstrate respect, courtesy and positive behavior to all customers, supervisors, volunteers and fellow workers.
- To complete all work carefully and completely and refrain from shortcuts that may jeopardize the health of animals and/or create less than acceptable standards in your work.
- To follow all procedural guidelines set forth by the organization ensuring the safety of our customers, volunteers, employees and animals.
- To report to work as scheduled.
- To treat PHC property carefully, to protect and preserve it, and to take no property off the premises without authorization.

The list of professional behaviors set forth above does not list each and every action required of you as an employee/volunteer. PHC reserves the right to create work rules and set employee performance expectations in its sole discretion

2.14 ANTI-VIOLENCE POLICY

Any action, which in management's opinion is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent

conduct, vandalism, sabotage, arson, use of weapons. Also prohibited is the carrying of weapons onto PHC property, regardless of whether the employee/volunteer possesses a concealed carry permit.

Employees/volunteers should immediately report any such occurrences to their supervisor. We will investigate complaints. When employees/volunteers are found to have engaged in the above conduct, management will take action that it believes is appropriate. Employees/volunteers should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

2.15 CONFIDENTIALITY

As a PHC staff/volunteer, you are responsible for safeguarding all of PHC's confidential information. In the course of your employment/volunteering, you may have access to confidential information regarding clients, donors, employees, volunteers, operations, and programs. If there is any question of whether certain information is considered confidential, check with your supervisor. It is your responsibility not to reveal or disclose any confidential information.

Improper disclosure of confidential information can occur purposely, or through a failure to exercise reasonable care, such as through indiscreet conversations or the careless handling of sensitive documents.

2.16 NEWS MEDIA GUIDELINES

PHC strives to have a positive relationship with the news media. Positive media is beneficial to helping us achieve our mission by raising awareness. We work with the media to promote our role in the community, act as a resource on animal issues and respond to specific situations. Employees/volunteers should direct all requests from the media to the Director, Assistant Director, or a P.A.W.S. Officer. It is in our best interest to respond to requests from the media accurately and promptly. It is in our best interest to respond to requests from the media accurately and promptly.

3. VOLUNTEER PROCEDURES

Below is an overview of P.A.W.S. Humane Center procedures that directly apply to some volunteer opportunities. A complete Policy & Procedure Manual will be available upon request for those volunteers who are interested in information not listed in this document.

3.1 ORIENTATION

Potential volunteers will receive individual orientation at the time of their first training session. The orientation will consist of reading the Volunteer Handbook, and signing a verification sheet that you have read it in its entirety. This is an opportune time to ask questions. You will also be given a tour of the facility.

3.2 TRAINING

Training sessions are held at the humane center except in the case of Mobile Adoptions, Rummage Sales, Events and Fundraisers that will be given at the location of the event. If your assignment requires a prior or up front scheduled training session(s) and approval, your training will need to be scheduled by the coordinator for that assignment. You will be provided with training specific to the volunteer position(s) you designated on your application. Please see the specific assignment for explanation of training requirements.

3.3 VOLUNTEER HOURS/SCHEDULING

We want volunteers to come to the Center as much as possible. A consistent schedule for volunteers is appreciated so we can better plan an efficient operation of the Center, and make the most of your time.

The animals benefit from attention from a variety of people and the more attention, the happier these animals are. Socialization helps the animals to become tolerant of different people and situations, and a well-adjusted animal is much more likely to find a loving, forever home. Interaction with people also keeps the animals from becoming bored. So come often. You will never find anyone happier to see you than our pets!

3.5 SHELTER OPEN TO THE PUBLIC

Monday	12:00 pm – 7:00 pm
Tuesday	12:00 pm – 7:00 pm
Wednesday	Closed
Thursday	12:00 pm – 7:00 pm
Friday	12:00 pm – 4:00 pm
Saturday	12:00 pm – 4:00 pm
Sunday	12:00 pm – 4:00 pm

3.6 VOLUNTEER HOURS

Monday	8:00 am – 4:00 pm
Tuesday	8:00 am – 7:00 pm
Wednesday	8:00 am – 12:00 pm
Thursday	8:00 am – 7:00 pm
Friday	8:00 am – 4:00 pm
Saturday	8:00 am – 4:00 pm
Sunday	8:00 am – 4:00 pm

The Center is open to the public during the times shown above. The public may tour the public areas of the Center, handle the animals under supervision, and of course adopt.

Answer any questions as best you can, be honest. Try not to be too intrusive, never be rude. Always present the Center positively as we depend upon public support to stay open. If the person is interested in adopting, refer them to an authorized person. They must be interviewed by an experienced volunteer or staff member and will need to fill out an adoption application. Inform the experienced volunteer or staff member of any information you have obtained from your time with the potential adopter.

3.4 P.A.W.S. VOLUNTEER MANAGEMENT SYSTEM (VOLGISTICS)

P.A.W.S. (uses) a volunteer management system (Volgistics) to manage and schedule our volunteers. With this system and when a volunteer's training requirements are met, a volunteer (may) schedule themselves through their personal volunteer online page. When you apply to become a volunteer you will receive your password in a separate email. You may change your password if you like. You can log in at the following link or go to P.A.W.S. Home Page, right hand side top under links - Volunteer Information Center. Your LOGIN NAME will always be your email address. If you forget your password, Volgistics will send (it) to you at your email address.

<https://www.volgistics.com/ex/portal.dll?FROM=33551>

<http://www.pawsofdearborncounty.org/>

Volgistics allows any P.A.W.S. volunteer to log (into) their personal volunteer page on any computer with internet access. Once logged in, you will have access to the following:

- The HOME TAB shows the categories/interests called assignments you signed up for on your application. If your interests have changed, you can change/add/delete any assignment. You also have buttons to "CHECK YOUR SCHEDULE", "POST YOUR HOURS", "CHECK MESSAGES" and "SIGN UP".
- The MY PROFILE TAB allows volunteers to change or update their volunteer information.....just type and save.
- Self Scheduling. Just click on "Sign UP" and a calendar will come up. This calendar shows orange "Help Wanted" flags. These flags show the volunteer openings P.A.W.S. needs to fill on that day. These openings will only be for the categories/interests called assignments you signed up for. Just click on the orange flag for the day you want to volunteer. You can then volunteer for the assignment scheduled hours by clicking "Schedule Me" or you can enter your own hours at the bottom of each assignment in "You choose the times". To use the "You choose the times", just use the dropdown to enter your own hours and then click "Schedule Me".
- The MY SCHEDULE TAB shows your schedule. Volgistics also automatically sends you an email reminder one day prior to your scheduled time. If you don't want to receive your schedule emails, just turn them off.
- The TIMESHEET TAB is where you log in your volunteer hours you worked. Volgistics tracks your service hours. P.A.W.S. uses these service hours for our achievements and levels of volunteering awards.
- The ACCOUNT TAB is where you can change your password. We suggest that you change the password and make it your own.
- The MY SERVICE HISTORY TAB shows your service hours.
- Please advise us of any questions, comments, etc. We really need everyone's help with scheduling their own hours. Volgistics is user friendly and if your entry is not what you wanted.....no problem; you can just delete it and start again. We are glad to help and will walk you through the scheduling or any part you would like help with. If you would feel better with our coordinators adding you to the schedule just let us know. Our coordinators will not add service hours.

4. VOLUNTEER SAFETY

4.1 PERSONAL SAFETY

Following these common sense rules will help prevent many accidents.

- Report all injuries, no matter how slight, to your Supervisor.
- NO HEADPHONES at the Center at any time! This is to ensure employee/volunteer and animal safety.
- All employees/volunteers and administrative persons working with animals are required to purchase and wear skid- or slip- resistant shoes.
- Do not attempt to lift/push objects or animals that are too heavy--ask for help. Bend at the knees and hips and lift with your legs.
- Identify and remember the location of fire extinguishers, fire alarm pull boxes, and emergency exits. NEVER block these areas with materials or equipment.
- Keep floors and aisles free of debris at all times.
- Use personal protective equipment as described below:
- Goggles, safety glasses, gloves must be worn when working with chemicals (ammonia, etc.) or while performing or holding for euthanasia.
- Ear protection is provided and should be worn when working in Dog Kennels, or any other high noise area.
- Horseplay is prohibited.
- Any person known or observed to be under the apparent influence of drugs or alcohol will not be allowed to work, and will be subject to discipline, up to and including termination.
- Any person willfully violating safety procedures and/or endangering the safety of other employees will be subject to discipline, up to and including termination.

4.2 ANIMAL HANDLING SAFETY

This information is a general overview of safe animal handling practices. It is not intended to replace actual safe animal handling training. When handling animals, be sure to take your time, don't over stimulate the animal, and remember that the animal may perceive a threat, even though you do not intend to threaten.

If you have questions, ask a Supervisor.

If you feel uncomfortable handling an animal, DON'T!

5. VOLUNTEER BENEFITS

VOLUNTEER ACHIEVEMENTS & RECOGNITION

To show how very much P.A.W.S. of Dearborn County Humane Center appreciates its volunteers and their unbelievable dedication, we have set up ways to recognize volunteers for their achievements and levels of volunteering.

Volunteer Recognition	"VOLUNTEER RECOGNITION" Pending finalization.
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6. VOLUNTEER ASSIGNMENTS / POSITIONS

6.1 01 CATTERY AIDE ASSIGNMENT / PROTOCOL FOR CATTERIES

Coordinator: Sandy Carley (513) 543-9952

Training Requirements: Requires scheduled training session(s) and approval before volunteer can be scheduled or schedule themselves. Please contact Sandy Carley to schedule training. Individual Orientation will be given with the first training session.

Notes:

Spot cleaning, which is described below, when used appropriately, may reduce stress and therefore illness in the feline population. Spot cleaning means that cleaning occurs around the cat while she/he remains in the cage. Bedding stays with the cat as long as it is not overly soiled – this lessens stress, so that the cat is not always “starting over” with “his/her” surroundings.

Proper cleaning and disinfection is still a critical part of the many factors that contribute to Center disease control and should occur on a regular basis. A weekly sanitation is recommended.

At the beginning of the day, staff/volunteers will check each animal and its environment to determine if it needs immediate attention. Staff/volunteers will observe whether animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behaviors. Observations will be reported to Supervisor and noted on chart.

Cats are given prescribed medications at 8:00 a.m. by staff before cleaning starts or as cages are cleaned.

If not spot cleaning, do not let cats or kittens run free in the cat room while cleaning. Put in carrier to hold until done, and then disinfect the cat carrier.

Always work in order of age and susceptibility when cleaning: Pediatric, Vaccinated healthy adult, unvaccinated adult, Sick.

Always wear a set of new disposable gloves for each cat or use disinfectant between each handling of animal and cage cleaning. Handling should be minimized during cleaning.

Whenever possible, cats should be provided an area to hide in their kennel. A cat den, paper bag, box, etc will work well for this purpose. The cat can be encouraged to enter the hiding area (often will enter on her/his own) while spot cleaning occurs. If double sided cages are available, cats can be placed on the opposite side of the cage.

Cleaning Process:

1. Remove feeding dishes and water bowls and empty remaining food in trash bin.
2. Whenever possible, use disposable items.
3. For healthy cats/kittens, change bedding as needed. Scoop solid litter, but if pan is messy – replace with a fresh one. Wipe down cage wall and clean tray.
4. Cage walls can be wiped down with a paper towel and animal-safe disinfectant or mild detergent to remove any organic material.
5. Empty water bowls and refill with fresh water.
6. Provide fresh food based on kitten or adult.
7. Shake bedding out to remove litter and food, and return to cage if not soiled. Provide clean bedding if needed.
8. Blankets, towels and washable toys are placed in laundry barrels.
9. Sweep and mop the room, the rest of the area (floors, garbage) should be cleaned as usual.

6.2 02 KENNEL AIDE ASSIGNMENT / PROTOCOL FOR KENNELS

Coordinator: Sandy Carley (513) 543-9952

Training Requirements: Requires scheduled training session(s) and approval before volunteer can be scheduled or schedule them selves. Please contact Sandy Carley to schedule training. (Individual Orientation will be given at the first training session.)

Morning Duties: The first staff/volunteers on duty each morning are responsible for cleaning and feeding the animals. All staff/volunteers are to follow the instructions on the assignment board at Information Central regarding what areas they are assigned.

After Clean-up, On-going Duties:

- Spot clean animals after morning clean-up and two times during the afternoon
- Disinfect and set up dirty cages
- Sweep/mop floors
- Continue laundry as needed
- Walk the dogs (Adoption and Healthy Stray Hold) or allow in exercise yard (Adoption Only)
- Re-stock supplies
- Check water for all animals
- Assist with daily temperament testing & health evaluations Assist with intake of incoming animals
- Disinfect toys from exercise yard
- Follow the enrichment schedule as posted
- Bathe
- Socialize those animals that are frightened or scared as time permits
- It is important that the health and condition of each animal be also checked frequently. Any unusual behavior or health concerns such as diarrhea, vomiting or lethargy should be brought to the attention of the Kennel Supervisor or other supervisor.
- Other duties as assigned

Afternoon Duties: Kennel Housing - The Kennel Supervisor will walk through the kennels and make decisions about what animals are to be moved. For instance, a dog in healthy stray hold that is ready to be moved to adoption or a dog in adoption that needs to be moved to isolation. This way, the kennel staff can move the animal to the new area and ensure the old kennel is thoroughly disinfected.

- When you remove a dog from his/her cage permanently, place a "dirty cage" card on the cage to indicate that the cage needs to be disinfected.
- The staff person moving the animal is responsible for moving the animal's Animal Intake Form to new location and file, and making the change on the posted kennel layout.

Closing Duties:

- Spot check dogs and cats one last time – check water
- Walk all housebroken dogs
- Clean break room - Make sure all dishes and laundry are done
- Keep intake areas clean, organized and neat
- Intake any animals that arrive; do not leave animals in temporary holding without food, water, or litter
- Put away supplies in the appropriate place

6.3 03 FRONT DESK / CLERICAL / GREETER / PROTOCOL

Coordinator: Penny Schroder (812) 637-0414

Training Requirements: Requires scheduled training session(s) and approval before volunteer can be scheduled or schedule themselves. Please contact Penny Schroder to schedule training. Regular schedule for Front Desk Training is Monday through Friday from 12:30 pm to 4:00 pm. Individual training arraignments can be made if you cannot make this schedule. Individual Orientation will be given with the first training session.

Greet customers; ask how you can help, and give direction depending on their needs.

Answer the phone; assist callers, transfer calls, take messages, and use paging system.

Operate the cash register and the credit card machine.

Be familiar with and know how to complete the following forms:

- * Adoption Application
- Adoption Terms and Conditions of Adoption
- Application for Spay/Neuter Assistance
- Adoption Spay/Neuter Application
- Intake Form
- Lost and Found Form
- Dog License

We would like for all of our front desk volunteers to become experienced at handling adoptions from start to finish. Therefore, front desk volunteers must be comfortable handling cats and dogs. Experienced volunteers and staff are always available to assist.

Assist customers who want to tour the facility and/or see the cats and dogs available for adoption.

6.4 04 CAT INTERACTIVE PLAY / SOCIALIZATION / PROTOCOL

Coordinator: Sandy Carley (513) 543-9952

Training Requirements: Volunteers will be given instructions the first day they volunteer for this assignment. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment. Individual Orientation will be given with the first volunteering session.

Benefits of Enrichment for Cats and Kittens:

While kept in cages, cats and kittens have limited handling although they have some interaction with people as staff clean, feed, medicate, and walk through the area-- usually responding to the animals by talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. Cats and kittens are usually more inclined than dogs and puppies to invent play with "found toys," even without a playmate.

Examples of Active Toys:

- Hard, round plastic shower curtain rings, linked in pairs and attached to gate bars (high enough to encourage jumping and reaching)
- Toilet paper tubes
- Straws
- Small stuffed animals
- Small rolling balls (with or without bells inside) to move around the cage floor and to hide under a towel -- a single shower curtain ring can also serve this purpose

Here are some basic health and safety requirements for cat toys:

- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.
- Rolling toys must be too large to fit between cage bars.
- Any toys for kittens or cats must be safe; that is, being of sturdy construction and appropriate materials so that cats cannot ingest toy parts or injure themselves with the toy or its components.

Providing a Secure Area:

Provide as needed a hiding area for cats, specifically for cats or kittens who appear frightened. Consider hanging a towel over the front of the cage to allow the cat to relax.

6.5 05 DOG WALKING / ENRICHMENT / PROTOCOL FOR KENNELS

Coordinator: Sandy Carley (513) 543-9952

Training Requirements: Volunteers will be given instructions the first day they volunteer for this assignment. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment. Individual Orientation will be given with the first volunteering session.

Benefits of Canine Enrichment: Enrichment helps dogs and puppies maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk. Dogs can't say that they're bored, but they can express their boredom, stress level, and anxiety by:

- Barking
- Jumping
- Spinning
- Chewing
- Snapping
- Resource guarding
- Withdrawing

A shelter enrichment program can make a major difference in the daily life of the dogs, by relieving their boredom and stress, helping them to maintain their health, and reducing the development of inappropriate behaviors.

Dogs derive great satisfaction from using all their finely-tuned senses to experience the world. Without enrichment, the shelter environment provides limited stimulation of these canine senses.

Simple additions and adjustments to the dogs' environment can make this limited world much more interesting from the dogs' point of view. Below are brief definitions and a few examples of the types of stimulation to include in your canine enrichment program.

Auditory - Enrichment designed to arouse or calm the animal through his or her sense of hearing.

- Examples: Classical music played during certain hours

Mental - Enrichment that requires an animal to learn and problem solve.

- Examples: Extracting treats from food-dispensing devices, positive-reinforcement training

Olfactory - Enrichment that stimulates the animal's sense of smell.

- Examples: Diluted extracts, blankets from cat cages placed in dog cages

Oral - Enrichment that can be placed in the dog's mouth, carried in the mouth, chewed, licked, etc.

- Examples: Chew toys, kibble-dispensing devices, bones, rope toys, etc.

Social - Enrichment that fulfills the social needs of the dog including interactions with humans and other dogs.

Examples: Playing with other dogs in play groups, walking, positive-reinforcement training, or in-kennel relaxing.

Tactile - Enrichment that stimulates the animal's sense of touch.

Examples: Placing brushes in kennels for animals to rub against, being groomed or petted (if the dog chooses to be touched in these ways)

Examples of Enrichment for Dogs and Puppies:

- Very hard rubber chewable toys. Kong toys, if the appropriate size is given to each dog, are best because they are too rigid to be chewed into pieces.
- In addition, volunteers should be encouraged to use "dog walk time" to its greatest advantage and as much more than simply the chance to eliminate waste.
- Individual exercise opportunities should average 15-20 minutes, including leash time, talking, petting, and interactive play. Active "people time" allows an outlet for mental AND physical energy through focused, interactive play.
- By focusing on a specific task (repeatedly returning a ball, Kong, or Frisbee; playing "hide-and-peek" with treats or toys, etc.), dogs are able to expel much more pent-up mental and physical energy in a limited amount of time and space. Therefore, they greatly reduce stress due to confinement, isolation, and boredom.
- Think like a dog. A rope toy soaked in meat broth, frozen, and then offered as a chew treat may sound messy and gross to you, but dogs are fine with messy and gross.
- Because dogs are social animals, social interaction is extremely important to most dogs, especially dogs that are confined separately in kennels. For dogs with no known aggression toward other dogs, play time with other dogs and time with humans are the highest-value enrichment experiences that you can provide.

Here are some basic health and safety requirements for dog and puppy toys:

Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.

Any toys for dogs or puppies must be safe; that is, being of sturdy construction and appropriate materials so that they cannot ingest toy parts or injure themselves with the toy or its components.

When removing a dog from the cage or run, always use a thick slip lead. Never use the clip end of a leash on the collar. Frightened animals may pull back when being walked, and they can easily slip out of the clip collar and run away.

As you walk outside, keep the dog on a short leash and do not allow the dog to interact, sniff, touch noses, etc. with any other dog or person.

No animals from the quarantine area and the sick isolation area are to be walked.

Dogs that are indicated by the staff as being housebroken should be walked at least twice a day. Please keep poop bags with you and pick up any feces. Deposit the feces in the trash can.

If a dog gets away from a staff person or volunteer, never chase the dog. Instead, alert the staff and encourage the dog to come back to you with soft voices and treats.

EXERCISE YARDS

Because of the risk of spreading disease, only dogs that are housed in the Adoption area are permitted in the outdoor exercise yards. Following the protocols from "Dog Walking" above, remove the dog from the kennel and guide to and through the back door of the Center. Select one of the available exercise yards and walk inside with the dog and close the gate. You may spend time in the yard with the dog, or, after assuring the dog is comfortable, you may leave him/her to play, checking back frequently.

- Allow each dog approximately 15 minutes in the yard.
 - If you have another employee or volunteer available, you may introduce another dog to see if they would make good playmates.
 - Never leave more than one dog alone in the exercise yard.
 - Keep the yards clean by checking regularly for feces and depositing in trash can.
 - Any toys or balls should be brought in and disinfected on a regular basis.
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6.6 06 HOUSEKEEPING

Coordinator: Becky Foster or Tara Rogers - To contact please leave message @ (812) 577-0829 Humane Center

Training Requirements: Volunteers will be given instructions the first day they volunteer for this assignment. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment. Individual Orientation will be given with the first volunteering session.

- Clean lobby and bathrooms (including toilets)
 - Replenish dispensers, bathroom supplies, and housekeeping supplies
 - Sweep and mop floors, and clean windows as needed.
 - Take out trash and replace can liners
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6.7 07 GROUNDSKEEPER / PROTOCOL

Coordinator: Becky Foster or Tara Rogers - To contact please leave message @ (812) 577-0829 Humane Center

Training Requirements: Volunteers will be (given instructions) the first day they volunteer for this assignment. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment. Individual Orientation will be given with the first volunteering session.

- Mow grass
 - Snow removal
 - Tend to plants and shrubs
 - Keep grounds free of litter
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6.8 08 FACILITY MAINTENANCE / PROTOCOL

Coordinator: Leroy Foster and Cary Snyder - To contact please leave message @ (812) 577-0829 Humane Center

Training Requirements: Volunteers will be given instructions the first day they volunteer for this assignment. Volunteers may schedule them selves or be scheduled in Volgistics for this assignment. Individual Orientation will be given with the first volunteering session.

- General maintenance of building and equipment. Some experience required.
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6.10 10 MOBILE ADOPTION

Coordinator: Genie Hebert (812) 637-9197

Training Requirements: Volunteers will be given instructions at the first mobile adoption attended. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment. Individual Orientation is given at the Humane Center, and must be completed before volunteering.

- Various dates, locations, and events throughout the county
 - Includes, but is not limited to, set up of tables, tents [when needed], handling and controlling dogs and cats, and communicating with potential adopters.
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6.11 11 FOSTER PROGRAM

Contact: Please leave message @ (812) 577-0829 Humane Center

Training Requirements: Requires training and approval before volunteer can be a foster. Please contact Humane Center to find out more about P.A.W.S. Foster Program. If volunteer is approved, individual Orientation will be given at the humane center.

- See Program Coordinator
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6.12 12 COLERAIN PETSMART CAT CARE

Coordinator: Becky Foster - To contact Becky, please leave message @ (812) 577-0829 Humane Center

Training Requirements: Requires training and approval before volunteer can be scheduled. Please contact Becky Foster to schedule training. Volunteer must have a valid driver's license and insurance. Individual Orientation will be given with the first training session.

- Transport cats to and from PetSmart.
 - Set up new cats in their PetSmart cages with bedding, litter box, food, & water.
 - Handle necessary paperwork regarding cats in and out of PetSmart.
 - Communicate with PetSmart Manager or Representative regarding cat care.
 - Be on-call for emergency transports.
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6.13 13 HUMANE EDUCATION

Coordinator: Rhonda Frank – r.frank@pawsofdearborncounty.org

Training Requirements: Please contact Rhonda Frank for requirements. Individual Orientation is given at the Humane Center, and must be completed before volunteering.

- See Program Coordinator
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6.14 14 OFF SITE EVENTS

Coordinator: Multiple Coordinators – Contact information will be released with each event.

Training Requirements: Event specific instruction will be given at the event.

- P.A.W.S.' Fundraisers
 - Community Events (Parades, Booths, etc.)
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6.15 15 TRANSPORTS

Coordinator: Becky Foster - To contact Becky, please leave message @ (812) 577-0829 Humane Center

Training Requirements: Requires training and approval before volunteer can be scheduled. Please contact Becky Foster to schedule training. Volunteer must have a valid driver's license and insurance. Individual Orientation will be given with first training session.

- Drive animals to and from the veterinary clinics
 - Run errands
 - Pick up animals from other shelters/rescues and/or take animals to other shelters/rescues
 - Pick up food, litter, donations, etc.
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6.16 16 YOUTH PARENT / GUARDIAN

Coordinator: Rhonda Frank r.frank@pawsofdearborncounty.org

Training Requirements: Please contact Rhonda Frank for requirements. Parent / Guardian requires the same training for the assignment in which the youth is volunteering.

6.17 17 YOUTH COMMUNITY EVENTS

Coordinator: Rhonda Frank r.frank@pawsofdearborncounty.org

Training Requirements: Please contact Rhonda Frank for event specific requirements.

6.18 18 YOUTH P.A.W.S. FUNDRAISERS

Coordinator: Rhonda Frank r.frank@pawsofdearborncounty.org

Training Requirements: Please contact Rhonda Frank for event specific requirements.

6.19 19 YOUTH HUMANE ED

Coordinator: Rhonda Frank r.frank@pawsofdearborncounty.org

Training Requirements: Please contact Rhonda Frank for event specific requirements.

6.20 20 RUMMAGE SALE

Coordinator: Janet Luebbe (513) 910-2728

Training Requirements: Volunteer will be given instructions at the first rummage sale attended. Volunteers may schedule themselves or be scheduled in Volgistics for this assignment.