



VOLUNTEER MANUAL

VOLUNTEER RULES OF CONDUCT

*Volunteers are non-paid personnel of
Lawrence County Humane Society*

As a Volunteer, I am expected to:

- be at least 18 years old to handle the animals.
Teens from 12-16 must have a parent or legal guardian with them at all times. Any volunteer under 18 years old must have their parent or legal guardian's signature on the Volunteer Agreement.
- attend an orientation and a workshop for your specific job.
- conduct myself in a professional and adult manner at all times while involved in shelter activities or fund raising events.
- perform my tasks under the guidelines established within the job description for that job.
- report any abusive behavior in the shelter to the staff supervisor.
- support and adhere to the policies and procedures of Lawrence County Humane Society as outlined in this Volunteer Manual.
- maintain **confidentiality** regarding the animals coming into our shelter, the disposition of these animals and the activities of the State Dog Warden and Humane Officer.
- wear a Lawrence County Humane Society name tag and volunteer T-Shirt at all times while working at the shelter or fund raising events.

As a Volunteer, I understand and agree that:

- I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits.
- using or being under the influence of drugs or alcohol is strictly prohibited while volunteering at the shelter or any sponsored event.
- Lawrence County Humane Society shelter is a smoke free workplace. Smoking is only permitted outside the building but not while walking a dog.
- verbal or physical abuse to shelter volunteers or staff will not be tolerated.
- my volunteer involvement may be terminated if I do not meet my commitment in an appropriate manner, or otherwise fail to adhere to policies and procedures as outlined in the Volunteer Manual.

I have read the Volunteer Manual and agree to follow and support its contents and acknowledge receipt of a copy of this manual.

Signature

Date

Print Name

Signature of Parent or Legal Guardian

LAWRENCE COUNTY HUMANE SOCIETY
Pearson Mill Road, P. O. Box 62, New Castle, PA 16103
724-654-8520

VOLUNTEER RESPONSIBILITIES:

- Must attend an orientation meeting and a workshop for your specific job.
- Please report to the Shelter Supervisor upon arrival for your shift.
- All Volunteers must wear their name tag and volunteer T-Shirt at all times. This identifies you as a volunteer to the staff and the public.
- Feet must be protected at all times with sturdy tennis shoes with shoelaces and rubber soles. No sandals, flip-flops or open shoes will be permitted.
- Report for scheduled duties on time. If you know in advance that you will be absent, notify the shelter supervisor or staff. If you wish to make changes in your scheduled volunteer time, notify us as far in advance as possible. Messages may be left on the answering machine clearly stating your name and time you were scheduled to work.
- Please document all volunteer hours on the chart at the shelter.
- If you have any special talents to contribute, such as baking dog biscuits, sewing pet bandanas, face painting, painting dogs faces onto wooden cutouts, making crafts relating to pets to use as fund raisers, please report that to the Staff or Board members.
- All Volunteers are required to use all caution and established procedures when working with shelter animals. If a volunteer is bitten or scratched, a staff member or supervisor **must be notified immediately**. A bite may be an indication of an animal's health or behavioral problem and must be checked out. An accident report must be filled out, as required by our insurance carrier and must be obeyed. For the safety of the animal, visiting public, volunteers and staff, all bites must be reported. If you choose to seek treatment for an injury incurred at the shelter or at a sponsored event, please report the injury to the shelter supervisor, fill out a volunteer accident form and determine if you need further medical treatment. All expenses for medical treatments are the responsibility of the volunteer.
- It is not appropriate to bring children or your own pets to the shelter while performing volunteer activities.

VOLUNTEER DISCIPLINE PROCEDURES

Providing a safe and enjoyable experience is one of Lawrence County Humane Society's top priorities. The policies and procedures are in place to serve as guidelines for appropriate behavior. If a volunteer commits a violation of the rules, disciplinary procedures will be followed.

Volunteering at Lawrence County Humane Society is a privilege not a right. Those volunteers who commit minor violations of policies and procedures will be verbally counseled in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations will result in termination. All verbal and written warnings and counseling will be documented.

Lawrence County Humane Society has a Zero Tolerance Policy for physical or verbal abuse of any staff or volunteer and abusive behavior toward the animals.

If you have difficulties working with other volunteers or staff, bring the situation to the attention of the shelter supervisor or Board member.

Keep your involvement at the shelter confined to the responsibilities of your volunteer position. It may be difficult to keep from getting involved in all that is going on around you. There are times when difficult decisions need to be made by the staff. Please respect these decisions. If you have questions, please feel free to ask us to set up a time to discuss the matter with the shelter supervisor or Board member.

All names and addresses of people surrendering animals, adopting animals or reclaiming animals are to be held in the strictest confidence. All activities of the State Dog Warden and Humane Officer are to remain confidential. The disposition of the animals is to remain confidential.

VOLUNTEER JOB DESCRIPTION

Greeter

Purpose:

As people come into our shelter it is important to give them a good first impression. Volunteers are needed to assist the staff in greeting these visitors.

Responsibilities:

- To meet and greet all visitors
- Have them sign in on the sheet at the front counter
- Ask them what they are interested in seeing
- Escort them to the appropriate kennel area to show them the animals
- Do not open any cages** without the permission of the staff
- Answer general questions
- Refer specific questions to the staff
- Facilitate positive interactions with the public
- Accumulate information through conversations with potential adoptors
- Give them a Pre-Adoption Application and explain our policies for adoption.
- Maintain confidentiality

Qualifications:

- Must be 18 years of age
- Attend general orientation meeting
- Attend workshop for greeters
- Must possess working knowledge of policies and procedures
- Must possess working knowledge of which animals are adoptable, provide information on their health, welfare and their personality traits
- Must be a team player with a positive attitude

VOLUNTEER JOB DESCRIPTION

Socialization

Purpose:

It is important to socialize puppies and kittens so that they are accustomed to human contact.

It is important to socialize adult dogs and cats to improve their chances of finding their forever homes.

Responsibilities:

Animals to be socialized will be chosen by the staff

Do not open any cage without permission from the staff

Interact with animals selected by the staff by way of petting, grooming as needed and playing with them

You may take the animals into our annex building on a leash or in a carrier to play

Qualifications:

Attend general orientation meeting

Attend workshop for socialization

VOLUNTEER JOB DESCRIPTION

Dog Walkers

Purpose:

It is important to give needed exercise to the dogs and puppies and give them a break from the confines of the kennel cages.

Responsibilities:

Animals to be walked will be chosen by the staff

Do not open any cage without the permission of the staff

Teen volunteers under 16 must be accompanied by their parent or legal guardian and each will hold a leash attached to one dog

Clean up any feces left by the dog

Be aware of oncoming traffic as you walk

Be aware of any animals that may be in the front office area before you attempt to take a dog outside.

Before bringing a dog back into the shelter, you must check inside to make sure there are no other animals in the office area.

Be cautious and avoid any animals in the parking lot that are being brought into the shelter or being taken out.

Qualifications:

Attend general orientation meeting

Attend workshop for dog walkers

Must be strong enough to handle a dog that may or may not be leash trained

VOLUNTEER JOB DESCRIPTION

Training

Purpose:

It is advantageous to the puppy or dog to be partially trained prior to adoption. This will increase its chances of finding a forever home.

Responsibilities:

Animals to be trained will be chosen by the staff

Do not open any cage without the permission of the staff

Teach basic obedience skills:

Walking a dog on a leash without him walking you

Heeling on a leash

Sit

Down

Stay

Come

Teach extra "tricks":

Give Paw/Shake

Roll Over

Sit Up/Beg

Speak

Qualifications:

Attend general orientation meeting

Attend workshop for dog trainers

Must have previous dog training experience, having graduated from a formal dog training class or trained a Canine Good Citizen

Must be strong enough to handle a dog that may or may not be leash trained

VOLUNTEER JOB DESCRIPTION

Fund Raising:

Purpose:

Lawrence County Humane Society relies on donations from the general public to keep running our programs. This requires fundraisers throughout the year. Volunteers are needed to help with these events.

Responsibilities:

Help the Board of Directors and other volunteers to plan, set up, work events and clean up afterwards
Serve as an informational and educational source about Lawrence County Humane Society, our policies and procedures and animals available for adoption
Contribute to the positive public image of Lawrence County Humane Society
Help find loving forever homes for our animals

Qualifications:

Attend general orientation meeting
Attend workshop for fund raising
Have working knowledge of policies and procedures
Have the desire to work with the public
Have a positive attitude
Be physically able to stand or sit for long periods of time
Be physically able to lift and carry bins filled with literature and merchandise
Have organizational skills
Have a flexible schedule

Some Fund Raising Events:

Rabies Clinic
Food Drives at area grocery stores
Lawrence County Fair
Apple Castle Fall Festival
Adoption Fairs

Public Relations Events:

Pet Therapy in Nursing Homes
Field Trips to Shelter
Education Programs in Area Schools