

***VOLUNTEER
HANDBOOK***



ANIMAL AID SOCIETY

- A SAFE HAVEN FOR HOMELESS DOGS -

WELCOME TO ANIMAL AID SOCIETY (AAS)

Thank you for volunteering with AAS! We could not operate without the support of our committed volunteers. On average, volunteers contribute over 900 hours of service every month. That translates into over \$250,000.00 annually in donated labor!

We ask for your help creating a safe volunteer experience for yourself, the dogs, visitors, and the entire shelter team. With that, all volunteers are asked to complete an orientation period, and acknowledge understanding of receipt of key policies. We appreciate your service, and hope your experience is a meaningful one.

Who is Animal Aid Society?

AAS is a no-kill dog shelter that provides housing and care for stray and homeless dogs. We are a small organization with a big responsibility caring for up to 41 dogs. Unless deemed medically necessary, AAS dogs are not euthanized. Dogs live at the shelter or in a foster home until adopted. This means that new dogs can only be accepted after previous ones have been adopted or permanently placed in foster care. Occasionally, a dog is not adopted. For these dogs, AAS becomes their forever home.

All dogs must pass a temperament test and be deemed adoptable at the time of intake. AAS accepts dogs as stray turn-ins, owner surrenders, and transfers from high-kill shelters.

All of our dogs receive:

- Examination by a veterinarian, vaccinations, microchip, and are spay/neutered
- Continued medical care as needed
- Quality food
- Shelter
- Individual attention and exercise
- Socialization and love

Our Vision

Ultimately: to see the day when there will not be a need for a facility such as ours. In the interim; working to reduce the number of companion animals being euthanized due to overpopulation and providing a safe haven for dogs in need of a new home.

Our Mission

The mission of the Animal Aid Society is to provide for animals, other than man, shelter, medical aid, care and protection, to act as a placement agency for animals in good health, and to provide education for the humane care and treatment of animals and to attempt to prevent cruelty to animals.

Our Guiding Values

Compassion:

- Above all else, we will be respectful and responsive to our dogs and treat them in a caring and appropriate manner.

Resourcefulness:

- We collaborate with other agencies to best serve our dogs and mission.
- We are committed to providing quality living conditions, mental stimulation, and healthy food in the most cost-effective manner.

Health & Safety

- Ensure a safe environment for our dogs and volunteers.

Volunteer Code of Conduct

We ask you to follow these guidelines when representing AAS.

Be professional: The first impression you create may be a lasting one.

- Clothing should be appropriate to your assignment.
- Possession, use, or sale of illegal drugs or alcohol is prohibited.
- No smoking or vaping on shelter premises.
- Limit use of personal cell phone during shift. Please let the dogs be your focus.

Be kind: AAS expects you to treat our dogs and fellow volunteers in a manner that we ourselves would like to be treated.

- Demonstrate compassion and respect, treating each person with kindness and as an individual.
- Do no harm whether it be physical, mental, or emotional.
- Violence or the implication of violence is not acceptable.

Be positive: A positive attitude is contagious! Approaching your assignment with enthusiasm and dedication will impact others. This applies to all AAS interactions face-to-face, email, phone, or any form of communication.

- Raise concerns and share ideas in a positive manner, focus on the solution not on the problem.
- Respond positively to complaints, never argue or dismiss someone's point of view.
- Concerns should only be discussed with the appropriate/necessary party and never in a public place or on social media.
- We understand concerns can arise between volunteers. Should you believe another volunteer has violated AAS standard of conduct, please notify the volunteer overseeing the shift or event. If the concern involves one of these volunteers, notify the Shelter Manager.

If the concern involves the Shelter Manager or any member of the board, please notify the Secretary.

Be friendly, courteous, and knowledgeable: To represent AAS, it is important for each volunteer to keep up with what's happening. The public sees you as someone who represents AAS expecting prompt, courteous, and accurate responses to their questions and concerns.

- A smile goes a long way.
- Stay informed of AAS events and activities.
- Do not use slang or obscene language.
- When discussing dogs with visitors, neutral phrases should be used to describe dog's personalities; for example, reactive or protective rather than aggressive.

Be responsible: Service begins and ends with each individual volunteer. When you commit to a volunteer position, you become a valuable member of our team. Please do not make a commitment you are unable to fulfill, or take on responsibilities for that which you do not feel qualified.

- Ask for help when you need it.
- Be punctual. Report in at the beginning and end of your shift or event.
- If you are unable to meet your commitment, please notify the volunteer overseeing the shift or event as soon as possible.
- You may resign from your volunteer service at any time. If possible, two weeks' notice prior to anticipated departure is appreciated.
- We recommend you carry your own insurance coverage as when you signed the Volunteer Waiver, you agreed to hold AAS harmless for any harm/injuries.

Disciplinary Action

Volunteers who do not adhere to the rules and procedures of AAS or who do not satisfactorily perform their volunteer assignments are subject to discipline and/or dismissal. Disciplinary action shall range from verbal warning to immediate discharge depending on the seriousness of the offense in the judgement of the shelter manager and/or the board. Possible grounds for immediate dismissal may include gross misconduct or insubordination, theft of property, misuse of agency materials, abuse or mistreatment of the dogs in our care, visitors, staff, other volunteers, not abiding by agency policies/procedures, and not satisfactorily performing assigned duties.

AAS commitment to our volunteers

- We are committed to a diverse community of volunteers from varied backgrounds and social identities. Discrimination or sexual harassment will not be tolerated.
- We are committed to treating you as a valued team member where we can learn from each other and grow in service to our communities.
- We are committed to providing you with adequate information, training, and assistance so that you can be successful in your volunteer position.

- We are committed to keeping your volunteer file confidential. Volunteer files are retained by the Shelter Manager and can only be reviewed by the volunteer, Shelter Manager, and Board as necessary.
- We are committed to helping volunteers achieve non-court ordered community service goals and will sign-off on volunteer hours when requested.
- We are committed to a drug-free environment: possession, use, or sale of illegal drugs/alcohol is prohibited and AAS property is smoke and vape-free.

Daily Procedures

Sign the daily log book (kept by phone).

Check with Shift Leader for information on new dogs or changes to procedures. Read the daily shift log, if practical, for everything that has happened since the last time you were at the shelter. If you are not sure about an entry discuss it with the Shift Leader.

Please check the “Playgroup Board” in the cafe prior to working in an area to ensure that only dogs listed on the board can be out together.

Get cleaning carrier for your section. Ensure that you have the needed rags, garbage bag, and cleaning solution. Refill bottle with Rescue at the end of your shift.

Check that all gates to runs are latched before letting any dog out and make sure the section mailbox has two slip leads.

Read and observe special instructions on all gate tags.

Cleaning tools (pooper scooper, rake, broom, etc.) are located in shed adjacent to each section.

Clean each occupied run (see cleaning instructions below). Give each dog at least one walk during shift; if inclement weather, talk to shift leader about whether to walk dogs.

Report any issues or anything you notice about the dogs (loose stools, a spot or growth) to the shift leader. Shift leaders make a daily report.

Cleaning Runs

Remove dog from their run during the cleaning process and do not return the dog until the run has completely dried. Dog may be walked or placed in a secure area with supervision.

Solid waste such as feces, food, etc., will be removed prior to application of cleaning solution.

All areas of the inside run will be swept and cleaned from top to bottom using Rescue. These areas include walls, floors, door, and Kuranda beds.

Food, water bowls, enrichment items should be removed and cleaned separately in a water/detergent mixture.

Shake out bedding. Discard bedding that is soiled or has come in contact with feces, food, etc.

Empty and refill all water buckets/bowls. Secure water buckets using the clip or use non-tipping water bowls.

Do not use cleaning rags from one dog run to another.

Rake dirt in exterior part of the run.

Notify shift leader or note maintenance concerns on Maintenance board in café.

Where there is a second water bucket for the outside of the run, attach the bucket handle to the clip on the fence.

After cleaning a run, make sure that the doors are closed to keep the air conditioning or heat inside. This will help the units to operate more efficiently and ensure runs are dry before returning dogs.

Clean all tools and return to their storage shed.

Ensure general area is clear of all toys.

Sanitizing a Run

When a dog has been adopted or moved to a different area: Thoroughly clean the beds, the water buckets, floors and walls. Remove any dog bedding, (i.e., blankets, dog bed), gate tags, and make sure the metal door is secured to prevent air loss.

Isolation Room

Isolation area will have a dedicated supply of cleaning items such as brooms, cleaning solution, etc. These supplies will not be removed or used in other areas.

Upon exiting, disinfect shoes with bleach. Wash hands or use hand sanitizer.

All trash will be tied in plastic bags then moved directly to the dumpster.

When entering and exiting, dogs are taken in/out on leash at times when no other animals are located in the common area.

Cleaning procedure is same as general area unless instructed by Medical team.

Handling of the Dogs

Meals: Dogs are fed at 9 AM. Ensure meds are completed before taking food to dogs. Evening meal is usually around 4 PM. Ensure meds are completed before taking food to dogs. Make sure all dogs are in their runs before feeding them. Make sure to secure both clips on exterior run gates once the dog is inside; we have some dogs that are able to push the latch up.

Tags on Dog Runs: It is important to read all tags on a dog's runs. For example, if the dog has a bite history, if the dog has a medical condition, if the dog is neutered or spayed, or if the dog can be introduced to other dogs.

Dog Fights: **If a fight starts between dogs, try a very loud shout or banging food bowls. If that doesn't work, use the Direct Spray, (this method is most effective; spray above the dogs' heads), use the air horn or the squirt bottle or a bucket of water.** Never reach in with your hands. Remember that there is a deterrent spray in the mailbox, spray above the dogs' heads. Separate the involved dogs into different areas or put one of them back in their run with their gate locked.

Fence Fighting:

Try the above methods.

Dog Introductions: Dogs that can be introduced or let out together will be on the 'playgroup' board in the café. If you want to introduce dogs, discuss with your shift leader first. Never attempt an introduction without discussing with your shift leader.

Before letting dogs out, check the gate for each dog. There will be color-coded cards for dogs that have not been introduced or being kept up for medical reasons. It is very important to read the information on the cards.

Do not enter an occupied run when a dog is out in the common area. The dog inside may slip past you and get into a fight with the other dog. When a dog is in its run make sure the clips are in the latches.

If a gate between areas is closed, check with other volunteers before opening. They may be moving a new dog that has not yet been introduced. Be careful going through airlocks.

Walking Dogs: If a harness is attached to a dog's run, they are to be walked with that harness and leash. If there is no harness, the volunteer can walk with a slip leash. When getting a dog for a potential adopter, ensure the dog is in a harness if a harness is at their run. If no harness, adopters must walk dogs with a choke collar and leash from shed beside café.

When dogs are returned from a walk, always let the volunteer in that area know that you are returning the dog. **Please remember to remove the choke chain/harness.** Let the Shift Leader know if a dog is limping or acting strangely, it may need medical attention.

When there is a reportable biting incident, the dog must be quarantined. There will be a sign on the dog's run. It cannot be shown to the public for ten days. A quarantined dog can be let out and walked by a volunteer. Once the quarantine is over the sign on the run will be removed.

Play Parks: Someone must accompany dogs at all times. Ensure that there is fresh water in the play park available for any dog

NO DOG CAN BE LEFT UNATTENDED IN ANY OPEN AREA SUCH AS OUTSIDE THEIR RUN, TRACTOR YARD, OR ANY PLAY PARK.

Working with the public and potential adopters

Always be polite and friendly. If you see someone in the visitor area, ask if you can help them. Even though there is a sign directing visitors to ring the bell for help, they don't always see it. Show them the adoption books on the table in the visitors' area; ask them to sign the waiver form on the clipboard. This is particularly important if the visitor wants to walk a dog. When getting a dog for a visitor, ensure the dog is in a harness if a harness is at their run. If no harness, adopters must walk dogs with a choke collar and leash from shed beside café. If the visitor is a potential adopter, please check the adoption board in café to see if we are still accepting applications for the dog or if he/she has already been approved for adoption. There may be dogs on the adoption board that are not approved. You can tell the potential adopter that the dog does have an adoption application, but we take multiple applications to find the best fit for each dog.

Donations

If anyone wants to drop off donations other than money, graciously accept and ask if they would like a donation receipt. Donation receipts are on a small clip board where other binders are by the phone in café. If someone makes a monetary donation, ensure you get their name and address. You can use this same donation receipt for them, but also register the donation on the clipboard with the moneybox in the file cabinet closest to the door (**in drawer**). Let shift leader know of donations. Anything the shelter does not use can be put in the metal shed located in South Fork. Items are to be placed on the marked bottom shelf closest to the door. This shelf is for our partner shelters/organizations we share with. If someone from an organization comes to pick up donations, inform the shift leader.

End of the Shift

At the end of the shift, check that each dog has water and their gate is closed and locked. Empty wading pools and water buckets in the common areas. Ensure all outside gates are closed and locked.

Pick up toys in the common area and place them in a designated area. When pools are used, ensure they are drained and turned completely over. Do not lean pools against the fence.

Refill your cleaning bottle with Rescue and return your carrier to the shelf.



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VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, _____ have received and read the Animal

Print Name

Aid Society Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

Signature of Volunteer

Date



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Volunteer Confidentiality Statement

Confidentiality

I agree to hold in confidence any and all information I become privy to regarding Animal Aid Society intellectual property and assets or information of a sensitive nature pertaining to visitors/surrenders/adopters of Animal Aid Society dogs. I will not remove from the office of Animal Aid Society any electronic or written records, or copies thereof, without express permission of Animal Aid Society. I accept full responsibility for maintaining the confidential nature of all records, visitor contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer Signature

Date

Print Name

Animal Aid Society Representative Signature

Date