

Why Does the Cowley Humane Society Need Volunteers?

Our organization could not exist without volunteers. Volunteers are an important part of our team. They are essential in providing the best possible care for our shelter animals. Volunteers who work directly with the animals can increase an animal's chances of adoption by providing additional human contact, thus making them more sociable and content. Volunteers also help us inform people of the aims and objectives of the Society and promote responsible pet ownership. The future of the Cowley County Humane Society lies largely with its volunteers. We are all working for the animals.

Our Mission Statement:

The Cowley County Humane Society is dedicated to promoting humane and responsible treatment of all animals by providing shelter, care and community education.

Our Vision Statement:

History of the Cowley County Humane Society.

The Cowley County Humane Society was incorporated in December, 1986 by a group of Cowley County residents. Its purposes as stated in the Articles of Incorporation were "to promote humane treatment of all animals." Original members of the Society worked weekends at the local dog pounds to adopt homeless animals and return lost pets to their owners.

Members of the Society came to the aid of abandoned and mistreated animals. Their ultimate goal was to one day have an animal shelter for all of Cowley County.

In 2001, the Estate of Jeanette Foskett left a bequest of \$135,000.00 to the Society. Coupled with monies raised in the past by its members the Society together with the Cities of Winfield and Arkansas City embarked upon the design and construction of an animal shelter at Strother Field. In August, 2003, the Shelter opened its doors to the public.

The Shelter presently operates under the direction of Teresa Harden, Director, Melissa Berry and Anna Johnson, Shelter Assistant, together with the assistance of volunteer labor from its Board of Directors, the public and inmates at the Winfield Correctional Facility.

The Cities of Arkansas City and Winfield have given both financial support and administrative direction to the Society and beginning in 2005 the Cowley County Commissioners have joined in monetarily supporting the operation of the Cowley County Humane Society.

The goals of the original incorporators of the Society have come to fruition with the generous help of so many persons and entities who have volunteered their time and money for the humane treatment of animals.

Board of Directors

President Sue Tompkins
Vice President Kelly Gray
Secretary Chris Miller
Debbie Vaughn
Arleta Rice
Rene Webb
Robin Delp
Warren Porter
Steve Archer
Leroy Alsup
Dr. Steve White

Cowley County Humane Society**Address**

7648 222nd Road
Winfield, KS 67156

Phone

620-221-1698
620-442-1698

Fax

620-221-2970

E-Mail

ccasdirector@skyerock.net
ccasclerk@skyerock.net

Web Page

www.cowleycountyhumanesociety.org

Hours of Operation

Sunday.....Closed
Monday.....Closed
Tuesday.....12 to 6
Wednesday..12 to 6
Thursday....12 to 6
Friday.....12 to 6
Saturday.....10 to 2

*Alternate times are available by appointment only.

Programs And Services

Adoption Program

The Cowley County Humane Society offers animals for adoption to caring, loving and lasting homes. All cats and dogs must be spayed/neutered before adoption. People wishing to adopt an animal from the Society must complete an adoption survey and application that is reviewed and approved by staff. Adoption of an animal is a privilege, and we reserve the right to refuse an application if we think it is in the best interest of the animal. There may be a waiting period while the application is being processed or while the chosen animal is being spayed/neutered. This waiting period also gives adopters time to think about their decision and to get ready for their new pet.

The Cowley County Humane Society placed over 4,500 happy pets into homes in since it opened its doors in 2003.

Lost and Found Service

The Cowley County Humane Society's Lost & Found Service helps to re-unite owners and their pets. It is difficult to identify pets that are not wearing an ID tag or do not have a microchip.

Proper identification of pets is an important part of responsible pet guardianship. Animals that aren't identified are one reason why our animal shelter is overflowing with lost animals whose owners have never been found. For more information on what to do if you have lost or found a pet, visit our web page.

Surrender Service

The Cowley County Humane Society is an open admission shelter. We accept all domestic animals regardless of age, breed and health status. In 2006, we took in over 2,700 animals from our County, including out of county and out of state surrenders.

Microchip Services

We currently offer the non-iso microchip implant for the public's pets. We always encourage owner's to check with their veterinarian to see if the service is offered by their clinic. The cost of the microchip is a one time expense and includes implant, i.d. tag, lifetime registration and piece of mind.

Rescue Placement

The Cowley County Humane Society strives to find breed specific and non-breed specific rescue placement for animals that have not been adopted and are in danger of euthanasia. We do this with the cooperation of shelter staff, fosters, volunteers and various rescue organizations.

Volunteer Opportunities at the Cowley County Humane Society

Working with the Animals

- Animal Care: Feeding, cleaning and caring for shelter animals, providing for their comfort and well being.
- Grooming: Helping the shelter animals feel healthy and cared for by brushing, bathing and grooming.
- Dog Walking: Physical demands may vary, but there is always a group of dogs that will fit your needs and the dogs benefit tremendously from the exercise and human companionship.
- Socializing: Working with puppies, kittens or assigned dogs and cats to make them more sociable.
- Foster Parent: Fosters newborn litters of puppies and kittens, animals on hold for rescue or special needs animals, in their own home for an agreed upon period of time.

Working for the Animals

- Administrative Support: Filing, bookkeeping, data entry and more in a busy office environment with people and animals.
- Adoption Assistant: Screening potential adopters, answering questions from the public with patience and compassion for animals and people.
- Adoption Follow-up: Calling people who have adopted shelter animals to ask if they have any problems or questions concerning their pets, and to verify if their pet has been spayed/neutered.
- Shelter Hosts: Assisting people when they enter the shelter to find animals and to answer their questions with patience and compassion.
- Humane Education: Talking to schools and other groups about animal welfare issues.
- Special Events: Working with the special events committee at fund raising and public relations events.
- Public Display Volunteer: Assisting staff in fund raising and promotional events with display board and information.
- Special Projects: Working with staff on various special projects as they arise.
- Behavioral Assessor: Assist staff with conducting canine and feline behavioral assessments.
- Medical Assistant: Learn to conduct various diagnostic testing, assist with vaccinations, medications and wormer as well as spay/neuter surgeries.
- Technical, Professional, Skilled Trades: e.g. Photographers, internet updaters, house painters, gardeners/landscapers, electricians, plumbers and other special talents.

Volunteer Policies and Procedures

Getting Involved

Becoming a volunteer at the Cowley County Humane Society is easy. Volunteers must be 14 years or older unless accompanied by a guardian.

- If you would like to get involved with CCHS, the first thing you do is call the shelter to schedule an orientation day. Orientation days are available on Wednesdays and Fridays at 3:30.
- You will fill out an application and liability release.
- Next, you are invited in for an interview to make sure you are suitable for the organization and the job, and to make certain you are aware of the requirements.
- Now comes the training – usually on the job training conducted by staff.
- Finally, you are ready to work on your own. At intervals along the way, you will be given necessary assistance, and will be asked to give us feedback on the program.
- You become one of the key people that both the staff and animals depend on.
- The Cowley County Humane Society is grateful to its volunteers. It is our hope that you have a positive, fulfilling volunteer experience.

Your First Day as a Shelter Volunteer

- On your first day, you will be introduced to the people you will be working with and a shelter tour. Also, we will show you where all the tools of your job are located and how to use them.
- You will be given a volunteer tag and shown where to sign in and out. This tag should be worn so the staff will recognize you and so that you have clearance to enter restricted areas of the shelter.
- Part of your job, as a volunteer is to make sure you understand the instructions. It may take a couple of visits to feel comfortable. Give yourself time and ask questions.

Smoking

The Cowley County Humane Society is a smoke-free environment. Smoking is not permitted anywhere in the building. Volunteers are expected to observe the provincial smoking regulations in any building where they are representing the Society.

Staff Lunchroom

Coffee and water are available to volunteers at no charge. We have a pop machine available for refreshments. The facilities in the lunchroom are also available. Please clean up after using these facilities.

Record Keeping Forms

- know who you are and where you're working
- know the time you put into volunteering
- know how you're doing
- gather statistics

Volunteers working in the shelter are asked to sign in when they arrive and sign out when they leave. Those working outside the shelter are asked to keep track of their volunteer hours.

Each volunteer will have a file to which only the staff and the individual volunteer will have access.

Termination Procedures

If at any time, a volunteer violates the policies of the Cowley County Humane Society, or is deemed unfit for volunteering for any reason, CCHS reserves the right to terminate his/her association with our organization.

Every effort will be made to:

- provide clear warning and notice to volunteers
- conduct an investigation or determination before terminating a volunteer
- apply the termination rule fairly and equally
- find alternatives to termination wherever possible.

Resignation

We strongly encourage volunteers to complete the term of their commitment. However, circumstances may not make this possible. Please notify the Executive Director as soon as possible if you are unable to fulfill your term.

Appropriate Dress

The Society is a professional organization dealing with the public on a day-to-day basis. We rely on public donations and goodwill for our continued existence and operation. Volunteers must therefore dress appropriately for the work they do.

What If You Can't Make It?

There are many people and animals depending on you. If you are unable to fulfill your assignment, please notify us as soon as possible.

Performance Review Evaluation

Volunteers receive a performance evaluation at regular intervals. The evaluation allows staff to gather feedback on programs, and can be used to give job skills recommendations for a volunteer.

Evaluations benefit both the volunteer and the organization. It is a chance to make suggestions and to be acknowledged for your efforts.

Communications With the Media

All media inquiries shall be referred to the Executive Director.

Volunteers shall not make statements to the media.

Communications With Members of the Public

As a volunteer for the Cowley County Humane Society, you are acting as a representative and ambassador for the Cowley County Humane Society. On occasion you may be asked questions regarding the Society's policies, philosophies or services that you do not feel comfortable or qualified to answer. In these cases, please refer the inquiry to the appropriate staff person.

Cowley County Humane Society Workplace Harassment Statement

The Cowley County Humane Society is committed to providing a workplace in which all persons can expect to be treated with dignity and respect. Harassment undermines an individual's self-respect and adversely affects work performance and well-being. It also reduces the productivity and effectiveness of employees/volunteers. All employees/volunteers have the right to work in an atmosphere free of harassment. The Cowley County Humane Society needs the assistance of all employees /volunteers to discourage and eliminate harassment in the workplace.

Harassment in the workplace includes personal harassment and sexual harassment.

Personal Harassment

Personal harassment can be defined as any unwelcome action by management or a co-worker, whether verbal or physical, on a single or repeated basis, which humiliates, insults or degrades.

“Unwelcome” or “unwanted” in this context means any actions, which the harasser knows or ought reasonably to know are not desired by the victim of the harassment.

Sexual Harassment

Sexual harassment is any unwanted attention of a sexual nature - such as remarks about appearance or personal life, offensive written or visual actions, like graffiti or degrading pictures - physical contact of any kind, or sexual demands.

Responsibilities

While it is recognized that all employees /volunteers share responsibility for creating a harassment-free workplace it is important to emphasize that management, by virtue of its authority, carries a greater responsibility for maintaining this type of work environment.

A complaint of harassment brought to the employer’s attention will be treated as a serious matter and shall be acted upon promptly, fairly, discreetly, and judiciously.

Executive Director and Staff

The Executive Director and Staff are responsible for ensuring that daily activities reflect the intent of this policy by:

- becoming fully informed of the provisions of the policy and of the nature of work-place harassment;
- maintaining a high standard of personal conduct in their dealings with all employees and customers;
- ensuring that all employees/volunteers are advised of their rights and responsibilities under this policy and the courses of action open to them;
- taking immediate action to report or deal with incidents of harassment that come to their attention, whether or not a complaint has been made.

All Employees/Volunteers

All employees/volunteers are responsible for:

- treating all persons in the workplace in a manner that is free of harassment and that respects individual differences;
- changing their own behavior when given indications that their behavior is offensive or harassing to others;
- taking action, where possible, should they feel they or another person are being subjected to harassment;
- cooperating fully with all those responsible for dealing with a complaint of harassment.

Advice or Assistance

A person who is faced with problems relating to harassment may wish to obtain assistance or advice in deciding the best course of action to follow. Sources of assistance are recommended below.

Employees may seek help from any of the following:

- their immediate supervisor, if appropriate;
- the Executive Director;
- Board Chair

It should be recognized that management and the Board have an obligation to take follow-up action when instances of possible harassment are brought to its attention.

Confidentiality

All complaints under this policy, both formal and informal, and any information and materials related to the complaints will be treated on a confidential basis with all documentation maintained in a secure file which is accessible only to the Cowley County Humane Society Staff. Due regard to confidentiality for all parties concerned shall be given. The employer's and boards's obligation to investigate allegations of harassment and to take corrective action will often mean that absolute confidentiality is not possible.

Options for Dealing with Harassment

Step #1 Immediately tell the person whom you feel is harassing you that you dislike the behavior and wish it stopped.

Step #2 Make some notes about what happened, when it happened, who was involved and who may have witnessed the incident. You will want this information in case the problem is not corrected and you have to take the matter further.

Step #3 If the harassing behavior continues, again tell the "harasser" to stop. Report the incident in writing to the Executive Director outlining what happened and what action you have already taken. At this stage, it is the responsibility of the Executive Director to investigate the matter and initiate appropriate action. It is our objective that this would be done within three (3) weeks.

Any disciplinary action taken will be based on the circumstances surrounding the situation and the severity of the behavior. Penalties can be very serious. In appropriate cases, suspension or dismissal can occur. In all cases where a volunteer is disciplined, documentation will be placed in the volunteer's personnel file.

Circumstances, which could result in disciplinary action, include but are not limited to:

- a finding that harassment has occurred;
- inaction of a volunteer;
- a threat or retaliation against a person who lodges an informal or formal complaint of harassment, or against a person who assists in any way with the administration of this policy;
- a false allegation of harassment that is made in bad faith or is retaliatory in intent.

No disciplinary action will be taken against a volunteer for making a complaint of harassment in good faith, whether or not the complaint is substantiated.

Volunteer Benefits

As an active volunteer at the Cowley County Humane Society, you will receive the following benefits:

- On-the-Job Training
- Invitation to an annual recognition event
- A volunteer tag
- Letter of reference upon request
- The opportunity to learn and to assume a challenging responsibility
- Personal fulfillment from serving in a meaningful and valuable way
- Support of staff and fellow volunteers
- Professional development

Job Descriptions**Working with the Animals**

Title Animal Care / Shelter Volunteer/Behavioral Assistant/Medical Assistant

Reports to Shelter Staff

Qualifications

- Committed to the welfare of companion animals
- Ability to handle animals safely and humanely
- Basic knowledge of the Cowley County Humane Society
- Good communication skills
- Ability to follow directions
- Ability to work co-operatively with staff and volunteers
- Ability to work independently
- Must be 14 years of age or older

General Duties

- Assists staff with various shelter duties as required – e.g. walking dogs, sorting newspapers, washing dishes and litter pans, cleaning shelter area and kennels or cages, socializing animals, bathing animals, administering vaccinations, medications and diagnostic testing, etc.
- Reports any behaviour or health problem to the staff
- Follows all safety and health protocols
- Committed to the job

Time Requirements

- One hour minimum a week for a minimum of three months or more

Working for the Animals

Title Humane Education, Development, Administrative Support, Special Events Volunteers, Special Skills Volunteers

Reports to Appropriate staff person or chairperson

Qualifications

- Basic knowledge about the work of the Cowley County Humane Society
- Commitment to the welfare of companion animals
- Good communications skills
- Ability to work in a variety of settings with other volunteers and independently
- Minimum 14 years of age
- Presentable, pleasant and reliable

Duties

- Attend meetings, displays, events etc.
- Complete assignments

Time Requirements

- Depends on the activity

Reference Documents

Dealing with Customer's Questions about Euthanasia

The Cowley County Humane Society is an open door shelter. This means that we turn no animal away. That is the defining difference between us and the limited admission or “no kill” shelters. It is our policy to answer the public's questions about euthanasia in a way that is sensitive to the customer's needs while also being honest and open about our work, policies, and procedures.

We have provided you with a list of frequently asked questions and what answers to these questions should include. If you ever feel uncomfortable about discussing the issue with a customer, then please refer them to a member of the staff.

I don't want to bring my animal here; it might get euthanized.

First ask what the problem is, it may be something we can help with. If not, simply respond, “Yes, that could happen, but right now we are finding homes for about 52% of the animals that we house. This is high rate for a shelter, so your pet has a good chance of finding a home.”

or

“For many animals the alternative is to die on the street, starving, freezing, run over, and alone. Here, the animal is cared for and has a chance to find a caring home. If not, it will be euthanized in a humane way.

How do you destroy animals?

By euthanasia, an injection that produces a quick, peaceful, and painless death. In most cases, the animal is unconscious and not feeling anything within seconds of the injection, and death occurs within minutes.

How long do you keep an animal before you put it down?

By law we must keep strays for three working days, not including the day they come in on, so that their owners have an opportunity to claim them. If they are not claimed within the stray period, they are assessed for behavior, personality and energy level and then made available for adoption. Unfortunately, there are not enough homes for all of the animals and because we must have space available for incoming animals, we are forced to euthanize. We euthanize here for three reasons: illness, unsafe and aggressive behavior, and space. Aside from these issues, there is no time limit for those put up for adoption.

Why aren't you a “no kill” shelter?

To operate a “no kill” shelter, an organization must restrict both the type and the number of animals it will receive. It must focus on health, behaviorally sound animals that are the best candidates for adoption. Rapid turnover is essential, because when the cages are full, the shelter must turn away the next animal, regardless of how compelling the circumstances.

Also, very few “no kill” shelters will accept sick and injured animals or provide for lost or stray animals. They rarely investigate and prosecute complaints for cruelty and neglect. They often turn away older animals or those with health or behavior problems and may be unable to accept the return of unsuccessful adoptions.

Our mission is to accept all animals that come to us, so that they aren't abandoned, abused, or neglected; so that they can have another chance for a good home. As a result, we must humanely euthanize those animals for which no home can be found.

How can you work here?

Because I love animals and I'm helping them. We can't save them all, but we can give them food, a safe shelter, care and love while they are with us.

Dealing with Customer's Questions about Veterinarian Recommendations

As a volunteer at the Cowley County Humane Society, you will frequently be asked which veterinarian you personally use, or which veterinarian the Shelter recommends. It is important to remember that when you are speaking as a volunteer, you are representing the Shelter and must adhere to our policies and procedures. We must continuously strive to operate our organization in a capacity that is neither partial nor directed toward any one clinic.

It is inappropriate for personal opinions to be shared with our customers concerning veterinarian preference. Our policy is not to make recommendations. If the customer has a current veterinarian, we will happily make the arrangements with the desired clinic. If an individual does not have a current veterinarian, you should advise potential adopters to contact veterinarians in the area. We have a list with each individual veterinarian's contact information so that they may make the decision themselves. If the adopter is not from the immediate area, but they consent to a local surgery due to adoption policy requirements, you should again encourage them to contact area veterinarians and utilize the clinic of their choice.

The relationship that our adopters forge with a veterinarian is essential in maintaining our animals short and long term health. Our goal is to provide our adopters with support and helpful information so that they can make an educated and lasting selection. Below is a list of frequently asked questions and what answers to these questions should include. If you ever feel uncomfortable about discussing the issue with a customer, then please refer them to a member of the staff.

I am: new to the area, a new pet owner, not happy with my current veterinarian, or don't have a current veterinarian. Which veterinarian do you recommend?

We are fortunate enough to work with all of the veterinarians in the community. Selecting a veterinarian is a personal decision and you should base it on what is best for you and your pet. When making a selection, be sure to keep the following in mind:

1. Willingness to listen, to answer questions, and to communicate easily. You want to feel able to ask your vet anything and have them give you just the right amount of information to help you do your job as an owner.
2. Kindness and patience. If you are a new mom or dad to an animal, you are going to need to know the basics. Your vet should be able to walk you through these without making you feel inadequate.
3. Professional skills. Does your vet keep up with the latest developments in the veterinary field that will help your animal?
4. Accessibility. What are their hours? Will he/she be available, especially in a crisis?
5. Generous nature. You want to feel as if they are taking into account your costs. Do they have a payment plan set up for large, unexpected expenses?
6. Honesty and openness. Will they let you stay while a procedure is being done, or allow you to visit your pet in the back if he has to stay at the clinic?
7. Love of animals. Does your vet have animals at home? Is he/she warm and comfortable around your animals when you bring them to the clinic?

Can't you just tell me which veterinarian you use?

The decision to select one veterinarian over another is again, a personal one. My individual and pet's needs may be completely different from what yours will be. We recommend that you take the time to contact each one so that you can make a decision based on your preferences and your pet's needs.

Which vet is the cheapest?

Cost will vary from clinic to clinic based on methods utilized and services provided. It is

important to ask what methods are used and what services are included with the cost. Also, don't forget to mention that you are an adopter. Some clinics offer discounts on initial exams or surgeries for animals adopted from the shelter.

The Importance of Spay/Neuter

Did you know that in seven years, one female cat and her offspring can theoretically produce 420,000 cats? Did you know that in six years, one female dog and her offspring can theoretically produce 67,000 dogs? Kind of makes our job out here a little tougher, huh?

Part of your job as an animal shelter volunteer is to help educate and raise awareness within the community of the importance of altering your animal. Part of our job is to make sure that every animal that leaves this shelter is ultimately spayed or neutered. In fact, it is state law that we must have proof that 90% of the animals that leave our shelter are altered. Tight now we are not able to have them altered before they leave, but one day we hope to make it mandatory. Until then, it is our obligation to ensure that the state law is upheld.

How do we do it? The majority of the adoption fee is given back to the customer in the form of a voucher. For dogs the voucher amount is \$50 and for cats it is \$30. These vouchers are given to the vet when the animal has the procedure done and covers that portion of the bill. The voucher is sent to us from the vet clinic and we then pay the bill once confirmation of the procedure has been received. If for some reason the voucher is not accepted, then we will reimburse the customer for the amount on the voucher.

Due to the high reproduction rates of cats and dogs, it stands to reason that, in only a few years, carefully planned and implemented sterilization programs could produce a dramatic reduction in the number of unwanted companion animals born. It has been shown that towns and cities that utilize sterilization programs experience a decline of 30 to 60 percent in euthanasia rates.

We are currently making strides to implement sterilization programs within our communities and to educate the public of the necessity of such programs. Until these programs are implemented, education is our best weapon. Unless people know the facts about pet overpopulation and sterilization, they are virtually helpless to do anything about the problem.

So, when someone asks you why they should spay or neuter their pet, you can help them by being armed with the following knowledge:

What does Spay and Neuter really mean?

Female dogs and cats are spayed by removing their reproductive organs (ovaries and uterus), and male dogs and cats are neutered by removing their testicles. In both cases the operation is performed while the animal is under anesthesia. Depending on your pet's age, size and health, he or she will stay at your veterinarian's office for a few hours or a few days. Depending upon the procedure, your pet may need stitches removed after a few days. Your veterinarian can fully explain spay and neuter procedures to you and discuss with you the best age at which to sterilize your pet (generally between 4-6 months).

Spaying and Neutering is Good for Your Pet.

- Spaying and neutering helps dogs and cats live longer, healthier lives.
- Spaying and neutering can eliminate or reduce the incidence of a number of health problems that can be very difficult or difficult to treat.
- Spaying eliminates the possibility of uterine or ovarian cancer and greatly reduces the

incidence of breast cancer, particularly when your pet is spayed before her first estrous cycle.

- Neutering eliminates testicular cancer and decreases the incidence of prostate cancer.

Spaying or Neutering Is Good For You.

- Spaying and neutering makes pet's better, more affectionate companions.
- Neutering cats makes them less likely to spray and mark territory.
- Spaying a dog or cats eliminates her heat cycle. Estrus in dogs lasts an average of six to twelve days, often twice a year. Estrus in cats can last six to seven days, three or more times a year. Females in heat can cry incessantly, show nervous behavior, and attract unwanted male animals.
- Unsterilized animals often exhibit more behavior and temperament problems than do those who have been spayed or neutered.
- Spaying and neutering can make an animal less likely to bite.
- Neutering makes pets less likely to roam the neighborhood, run away, or get into fights.

Spaying and Neutering are Good for the Community.

- Communities spend millions of dollars to control unwanted animals.
- Irresponsible breeding contributes to the problem of dog bites and attacks.
- Animal shelters are overburdened with surplus animals.
- Stray pets and homeless animals get into trash containers, defecate in public areas or on private lawns, and frighten or anger people who have no understanding of their misery or needs.

*Remember, spaying and neutering carries a one time cost that is relatively small when one considers its benefits. It's a small price to pay for the health of your pet and the prevention of more unwanted animals.

Dog Room Check List

Feed all dogs. Depending on condition, ie. emaciation, all small dogs should receive 1/2 to 1 cup per feeding of puppy food and all adult dogs should receive 3 to 4 cups (use judgment based on size-feeding charts are posted in food areas). Nursing and pregnant mothers should be fed throughout the day.

Clean Kennels

- Remove bowls, bedding, and trough cover. Scrape loose feces into open trough.
- Rinse floor, walls, trough cover and gate. Spray kennel, gate and surrounding floor with soap solution. Use brush to scrub surrounding kennel floor, walls, trough cover and gate. Rinse. Repeat above using bleach solution and allow to sit for at least 5 minutes. Rinse. Squeegee walls and floor until dry.
- Fill water bucket.
- Replace bedding with clean, dry towel or blanket.
- Remove all unnecessary items from room floor and kennel tops. Sweep if necessary and mop with bleach water.

Clean Grooming Room Remove dirty laundry and place in kitchen. Remove items from counter top and place in cabinet. Rinse and disinfect dryer. Sweep and mop area.

THESE ITEMS NEED TO BE COMPLETED BEFORE WE OPEN.

Once completed, check these areas:

Sweep and Mop Hallway

Clean, sweep and mop kitchen as needed. Fold and start laundry.

Remove full trash bags.

Assist with temperament testing.

Assist with any bathing or grooming.

Clean Kennels and fill water buckets as needed throughout the day.

Cat Room Check List

Clean Adoption Kennels First

- Vacuum out any loose debris and remove old lining.
- Use Washcloth and Scrub Brush with 1 squirt Soap and 1 cup Bleach water to wipe down cages. Don't forget all sides, the door, and the ceiling.
- Replace wet or badly torn lining with new or place old lining back into cage.
- Remove any used litter from the litter box using a scoop.

Replace old litter with new. There should be just enough litter to cover the bottom of the pan. Use scrub brush or wash cloth to clean any feces from the litter pan, or if very dirty, replace with new litter pan.

•Give clean water and food to each cat. There should be about a 1/4 to 3/4 cup of food provided for each cat. Nursing and pregnant mothers should be fed throughout the day.

Replace any dirty food and water bowls with clean ones.

Vacuum under cat cages, bathroom, get acquainted room, conference room, and both office areas. Be sure to get areas along walls, rugs, under furniture and on furniture.

Mop Each of these Areas.

THESE ITEMS NEED TO BE COMPLETED BEFORE WE OPEN.

Clean Holding Kennels

Vacuum and Mop Holding Area

Wash and Stack Dishes

Remove full trash bags, fill litter and food containers, and empty/clean vacuum cleaner.

Socialize Animals or Assist With Other Requested Duties

Additional Information

All volunteers must be 14 years old unless accompanied by an adult. Volunteers under the age of 18 must have a parent sign a consent form. Children under the age of fourteen are limited to certain areas of volunteering.

Please be aware of what is going on around you at all times. If you notice a customer taking an animal out of its cage or sticking their fingers in the cage (especially children), please politely ask them not to do so and offer to get the animal out for them. Explain that we don't want them to get accidentally bitten or scratched. If they are interested in visiting with an animal, inform them that they can do so in the "get acquainted" room.

If you notice anything unusual about an animal's health or behavior, please report it to a staff member right away. The staff member will check to see if the animal is okay or if it needs to be moved to another area for further evaluation.

Many times a customer will see you are a volunteer and assume you can answer their questions. If you do not know the answer to the question, please do not try to answer it. Direct them to a staff member or a more seasoned volunteer.

When exercising dogs, only let them off leash in the two fenced exercise areas. Do not allow opposite sexed animals to run loose together.

If you have a dog out and it gets into a fight with another dog, never try to pull the animals apart by grabbing their collars. Do not panic, call for help. Try to yell or bang cages to distract the dogs.

Puppies under 6 months of age should be socialized and exercised in one of the visiting rooms inside the shelter. Please do not take a puppy out to the grassed areas to go to the bathroom. We do not want to take a chance of spreading a disease through contact with feces. Puppies have lower immune systems and are at a greater risk of contracting disease. If the puppy uses the bathroom in the visiting room, please be sure to clean up its mess. Paper towels can be found in the storage room and kitchen and the mop and bucket are located in the mop closets, so please be sure to clean up the mess. Remember to clean messes up with bleach and water.

If you are taking a dog out for exercise and notice the run has feces, please take a few extra minutes to clean up the mess. Pooper Scoopers are located inside the run and baggies are located in the kitchen and dog rooms. Please dispose of the mess in the dumpster outside the storage room and not in the shelter.

Please remember that shelter animals are not necessarily like your pets at home. Each animal handles the stress of living at the shelter differently. Remember that everything is unfamiliar to the: the environment, the sounds, the smells, and the people. Generally it is not a good idea to stare at an animal or put your face close to theirs. Speak softly and let the animal sniff your hand first.

If an animal should get loose, remain calm and gently try to coax the animal back to you. If this does not work, please find a staff member or a seasoned volunteer to assist you. Do not chase the animal as its first response will be to flee.

Do not enter areas that are restricted to volunteers unless given permission by a staff member.

If a dog urinates or defecates in a walkway or public area, please clean it up with a mop and bleach water, and put a "wet floor" sign over the area. If you know of any potential health or safety hazard, please alert the staff.

REMEMBER TO ENJOY YOURSELF AND GIVE OUR ANIMALS THE LOVE AND CARE THEY DESERVE.

