



Volunteer Procedures and Guidelines

**Heritage Humane Society
430 Waller Mill Road
Williamsburg, VA 23185**

**Volunteer and Database Coordinator:
Stefanie Dunn
volunteer@heritagehumane.org**

Welcome

Welcome to the Heritage Humane Society Volunteer Program. At Heritage Humane Society, volunteers play a vital role in the success of our organization! Volunteers not only assist staff in daily cleaning regimens, but also provide emotional, mental and physical care to ensure an animal's ultimate comfort and adoptability. Your time and talents will assist HHS staff in providing the best care to the animals entrusted to us. **Thank you for participating in the HHS Volunteer Program!**

Our Mission:

The Heritage Humane Society serves as the compassionate steward of companion animals that are in transition from stray/surrender to forever homes. Heritage Humane Society will also educate the public about humane animal care and treatment, advocate animal welfare, and provide affordable adoption and spay/neuter services to measurably reduce overpopulation of unwanted companion animals.

Who We Are:

Heritage Humane Society is a local, independent, open-admission shelter that receives more than 93% of its funding through private donations. We are not affiliated with national groups like the Humane Society of the United States or the ASPCA.

Who We Serve:

Heritage Humane Society is an open admission shelter serving all of James City County, The City of Williamsburg and the upper county of York (District 1). We are a maximum adoption agency working diligently to find homes for animals deemed adoptable, treatable or manageable. We are a "low kill" shelter; we are not a "no-kill" shelter. We work with foster homes, rescue groups, sanctuaries and animal control units throughout Virginia.

HHS Shelter Basics

The below info has been created for your reference as you begin and continue your experience as a volunteer at HHS. It is by no means comprehensive but is just a quick reference regarding our daily operations. If you have questions that are not covered in this manual, please don't hesitate to ask a staff member!

Hours of Operation:

Heritage Humane Society is currently operating with an appointment-only adoption process from 12pm-4pm. Our Adoption Team is available via phone or email from 8 AM - 4:30 PM day, 7 days a week.

Leadership Team:

Kimberly Laska- Executive Director
klaska@heritagehumane.org

Christian Reeves- Finance & Admin Director
creeves@heritagehumane.org

Diana Krell- Operations & Community Outreach Manager
diana@heritagehumanesociety.org

Rock Washington- Operations Supervisor
rock@heritagehumanesociety.org

Erika Austin- Behavior & Engagement Manager
eaustin@heritagehumane.org

Jennifer Lafountain – Marketing, Events & Humane Education Manager
jennifer@heritagehumanesociety.org

Jessica Nutt- Animal Care Manager
jnutt@heritagehumane.org

The Shelter Online:

We have an active online presence and we rely on social media (like Facebook) to share information with the public and with our volunteers, as well as to build support for our mission. As a volunteer, you will be invited to join the shelter Facebook Group and we hope you will interact with us on the main Facebook page and on our other sites.

Website: <http://www.heritagehumane.org>
Facebook: <https://www.facebook.com/HHWilliamsburg/>
Instagram: www.instagram.com/heritagehumane
Twitter: <https://twitter.com/hhswilliamsburg>

Our Adoptions:

Our goal is to match the animals in our care with happy, loving families.

Adoption Policies:

- We operate on a “first come, first served” type of system where the first approved application gets priority to adopt. HHS cannot hold an animal longer than 24 hours after an approved application is submitted.
- All adoption applicants must be at least 18 years old and provide a valid driver’s license.
- Animals presently in the adopters home must be current on all vaccinations. We do not perform vet checks however.

- Renters will be required to provide contact name and phone number of landlord upon completion of the adoption application. HHS staff will contact the landlord or apartment complex to verify their pet policy before the application will be approved.
- When feasible, we do encourage potential adopters bring family members and household pets in for a meet and greet. If desired, Heritage Humane Society is happy to schedule a Meet n’ Greet with our trained staff, a potential adopter's current dog and the adoptable dog. This is not required, but may be suggested for some dogs. We will not do meet and greets with cats or other animals as it too stressful for the animal. We are happy to talk to potential adopters through the process of introducing their pets however!
- Shelter staff evaluates all animals for obvious signs of health and/or behavioral concerns prior to their being made available for adoption. The shelter, however, cannot guarantee the health or temperament of any animal.

Adoption Fees:

All of the cats and dogs adopted from HHS are spayed or neutered, given basic age appropriate vaccines, FIV/FELV or heartworm tested, de-wormed, given flea/tick prevention, given heartworm prevention, and micro-chipped. Adoption fees include all of those medical expenses, plus a free local vet check for adopters from select vets, a sample of food to get them started, and a blanket handmade by our Auxiliary volunteers.

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|---|--|----------------------|
| ● Kittens (9 mo. and younger)
\$100 | ● Puppies (9 mo. and younger)
\$200 | ● House Bunnies \$35 |
| ● Adult Cats (10 mo. to 10 yrs.)
\$75 | ● Adult Dogs (10 mo. to 10 yrs.)
\$175 | ● Guinea Pigs \$35 |
| ● Senior Cats (10 yrs. and older)
\$50 | ● Senior Dogs (10 yrs. and older)
\$150 | ● Hamsters \$35 |

Owner Surrender:

HHS accepts owner surrenders from the City of Williamsburg, James City County, and District 1 of York County. Sometimes exceptions are made by the Animal Care and Operations team if space allows. People give up their animals for a number of reasons and we are not here to judge. The most common are that the owner is moving, does not have time for the animal, cannot afford the animal, or someone in the family is allergic to the animal. Behavioral issues also play a large part in owner surrenders. These animals are evaluated by shelter staff before being placed on the floor for adoption.

Stray Animals:

Stray animals found in the City of Williamsburg, James City County, and District 1 of York County brought to the shelter by a resident or picked up by an animal control officer. Virginia State Law mandates a “stray holding period” for all domesticated strays. The stray holding period for an animal

with no evidence of ownership is 5 days. A stray with a collar or other form of previous ownership (microchip, etc.) is held for 10 days. This gives owners the chance to reclaim them. Livestock has a mandatory 10 day stray hold regardless of ownership. Once the stray holding period is complete and the animal is not reclaimed, the animal is evaluated by shelter staff for placement options.

HHS Volunteer Expectations

Code of Conduct:

Here at HHS, we live to help animals and are so glad that you want to join us! Our volunteers represent the best of Heritage Humane Society, both on- and off-site, and are trusted with the care and handling of shelter animals. Many volunteer responsibilities parallel those of our paid staff so the expectations of our program are designed accordingly. Through training and support we expect our volunteers to be:

- Skillful with animals – kind and compassionate, but also calm, confident, and capable of making decisions that keep people and animals safe
- Professional, respectful, flexible, and patient when working with animals, customers, staff members and other volunteers
- Trustworthy and honest in all decisions and actions
- Able to follow HHS safety guidelines and other oral and written instructions carefully and accurately
- Understanding and supporting of the role of an open-access non-profit shelter and supportive of our mission and vision
- Able to communicate effectively verbally, via email, and on social media
- Consistent with attendance and on-time for volunteer shifts
- Willing to learn and improve

Discrimination and Harassment Policy:

Heritage Humane Society provides an environment free of harassment and discrimination. HHS will not tolerate any form of harassment based upon an individual's race, color, religion, sex, age, sexual orientation, national origin, disability, marital status, veteran's status or other protected status. The term harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. For these purposes, the term harassment includes, but is not limited to, slurs, lewd or lascivious jokes or remarks, and other verbal, graphic, or physical conduct relating to the aforementioned protected statuses. *Any volunteer acting contrary to this policy will be subject to corrective action up to and including separation from their volunteer position.*

Communication and Grievances

HHS believes that communication is key to creating happy and healthy environments. We also believe that the best way to handle any misunderstanding is to communicate honestly about it as

soon as it happens. The Volunteer Coordinator has an open door policy and is here to help mitigate issues or concerns to the best of their ability. If you are having a problem with another volunteer or staff member or with program responsibilities, please feel free to email, call, or speak to the Volunteer Coordinator in person about your concerns. If the Volunteer Coordinator is not available, you can also speak with the Operations Supervisor.

Confidential Information:

In performing your volunteer duties, you may come into contact with or have access to a wide variety of previous owner, adopter, court-case, volunteer, staff and/or animal information. All personal information is to be treated as strictly confidential. Do not contact members of the public on your own without prior authorization of a staff member. If you have any questions as to what is covered by this policy or what is to be treated as confidential, ask the Volunteer Coordinator, Shelter Operations Manager, or Executive Director before you disclose the information to anyone.

Dress Code:

When representing HHS outside the shelter at events, or inside the shelter in our day to day activities, please follow these guidelines when deciding what to wear:

- Always wear your **name badge** so that it is visible to staff, other volunteers, and customers. If you cannot find it or need a replacement, please let the Volunteer Coordinator know and another one will be provided.
- Please wear closed toe shoes. Working with animals can be dangerous for a variety of reasons so please **protect yourself and refrain from open toed shoes, flip flops, etc.**
- Please think about what might pose a safety risk. Clothes with holes, tank tops, etc or jewelry that can catch on kennels, cages etc are to be avoided. Clothing must be able to accommodate bending, squatting, and other movements without skin showing.
- Volunteer t-shirts are encouraged! These can be purchased for \$13 from the Volunteer Coordinator.

HHS Volunteer Procedures

Information About Online Scheduling:

- Always sign-up for a shift before coming to work at the shelter. It is important to know who will be coming when.
- You can access your schedule through the online VicNet portal using this link:
 - <https://www.volgistics.com/ex2/vicnet.dll/?from=158736>
 - username: your full email address
 - initial password: volunteersrock (all lowercase, no spaces)

- If you have issues signing in you can click on "forget your password" and you will be emailed a new password. You can change the initial password (volunteersrock) when you log-in.
- Click on "My Schedule" to sign up for future volunteer shifts. You can also visit our website www.heritagehumane.org and hover over "Get Involved" --> "Volunteer" --> and click on "Volunteer Sign In Portal" to access the link.
- If you are moving out of the area or a new schedule has made it difficult for you to continue volunteering, please contact the volunteer coordinator. We want to keep our volunteer files as up to date as possible.
- Please check your email or provide an address to the Volunteer Coordinator. Communication is mostly through email.

Starting Your Day:

- Get here safely! Please remember to drive slowly when approaching the shelter and pulling into the parking lot as volunteers and staff may be walking dogs on Waller Mill Rd. or on HHS grounds.
- Please leave personal items in your vehicle. Heritage Humane Society does not assume responsibility or liability for personal items.
- During normal business hours you may enter and exit through the front door. At this point we are appointment only so the door is locked, but someone will be able to let you in. You may enter and exit through the side door near the play yard, which is open from 7:30am - 4:00 pm daily. When the shelter is closed to the public, please do not let anyone in the building unless you are instructed to do so by a staff member.
- Sign in using the volunteer tablet with you assigned PIN #. The tablet is located at the front desk on the surrender side. If you have forgotten your badge see the volunteer coordinator for a temporary one. It is an HHS requirement that you have a visible name badge while volunteering.
- When in the building to volunteer please do not bring children, grandchildren or other guests who have not been through orientation. Only trained volunteers may handle animals.
- Volunteers are not permitted in rooms or areas that are marked "Staff Only" unless given permission by staff, this excludes the "Chuck Waggin." Do not enter rooms or hallways with secure locks unless given permission.

Ending Your Day:

- Please sign out at the volunteer tablet and take your name tag with you.
- Remember to depart the shelter parking lot slowly.
- On behalf of the animals at HHS thank you for sharing your much needed love and precious time!

Working with Animals

Before you can work directly with a dog, we highly recommend you complete the “Fear Free Shelter” training modules. When all four modules have been completed, you will be awarded with a Fear Free Shelter Program Certificate of Completion. You can do this at home though you need your volunteer name badge to enroll. This takes approximately 4 hours to complete for which you will be credited after sending the Volunteer Coordinator your completion certificate.

The safety of our volunteers, staff and animals is our number one priority. Here are a few things to remember as you start your shift working with animals:

- The animals are relying on you to help keep them safe. Because some diseases can be spread from animal to animal by humans (on our clothing, shoes, or hands), it is important to adhere to strict standards of cleanliness. **ALWAYS** wash your hands or use hand sanitizer when working with a different animal to prevent the spread of disease.
- Remember that the animals need you to be their voice! If you notice an animal is acting peculiar or seems ill, trust your gut and please let a staff member know immediately. In addition, you may complete an animal concern form, found in the front desk area.
- Always remember that you are working with animals who are unable to communicate with you in the same way that you communicate with another person. Dogs and cats use their body language and vocalizations to tell us what they are feeling. Always be aware of what the animals are trying to say. They live in a very stressful environment and may be wary of human touch or pressure to perform a task.
- Animals sense the emotions that you exhibit. The more positive you are around them, the calmer and more comfortable they will be around you!
- Please do not text, use your cell phone, or ear buds while you are working with an animal as this will distract you from the animal you are interacting with as well as your immediate environment.
- Unless you have explicitly trained to do so, do not show animals to the public. If you are approached by a member of the public to see any animal please refer them to a staff member.
- There is to be **no smoking while interacting with the animals**. There is a designated smoking area on the back porch.
- Please help us to find homes for these animals by telling all of your friends, family and/or co-workers about adoptable animals you think they may be interested in! You are welcome to share adoptable animals on our personal social media pages. Please do not share any information to the public about any animals you see at the shelters that are not yet available

for adoption however. Not all of the animals will go up for adoption. Also, we have wait lists for specific breeds and types of animals. Individuals on the waitlist will be contacted by a staff member before these animals are made available to the general public.

Injuries, Bites & Accidents:

Heritage Humane Society wants our volunteers to have meaningful experiences with the animals in our care. To keep animals and volunteers safe, we trust all volunteers to use caution and follow established procedures when working with shelter animals. By remaining vigilant and careful, most accidents can be avoided. However, no matter how careful or well-trained you are, accidents can still happen!

If you ever feel uncertain about working with a particular animal **do not** feel obligated to do so. We obviously try to avoid bites and scratches from our shelter animals, but if you are bitten or scratched you must report it to us immediately. Animals that bite or scratch are then taken off of the adoption floor and must be quarantined for 10 days. This is 10 days the animal misses out on finding a home. Please remember to pay attention to body language, as well as your surroundings.

For the safety of the animal, visiting public, volunteers and staff, all bites and/or scratches that break skin must be reported to a staff member immediately. A staff member will complete an Incident Report, and the animal will go on a 10-day bite/scratch quarantine. You should also let the Volunteer Coordinator know about the bite and/or scratch. If the Volunteer Coordinator is not in the office, please contact them by email to let them know that you were bitten or scratched and the circumstances of the incident.

Bites and scratches that do not break skin should also be reported to a staff member. While a bite/scratch report will not be needed, it is good for staff to be aware of any behavioral issues that arise with shelter animals. All other injuries should also be reported.

Please note:

- You must also report any bites or scratches you witness.
- All bites and scratches must be cleaned thoroughly with soap and warm water.
- A bite and scratch may be an indication of an animal's health, sign of FAS (fear, anxiety, stress) or a behavioral problem and the animal must be evaluated by shelter staff.
- For the safety of others and our shelter animals, failure to report a bite/scratch that breaks the skin could result in dismissal from the volunteer program.

Risks To Your Pets:

You may never encounter these risks during your time here at HHS, but it is important to understand that they do exist. Some of the common examples of risks to your pets include:

- Panleukopenia (in cats) and Parvovirus (in dogs) are viruses transmitted via fecal matter or vomit. They are very hardy viruses able to live in an environment for up to a year and can be life-threatening.
- Upper respiratory infection (aka kennel cough in dogs or URI in cats) is a less serious disease, but common in a shelter setting. It is an airborne disease similar to a human cold, but can become serious in a puppy, kitten, or animal with a compromised immune system.
- Ringworm is a fungal spore that is transmitted through contact and can be airborne. It is a skin infection that is generally treated with a topical agent. It is transmittable to humans and other animals.

Risks To You- Zoonotic Diseases:

A zoonotic disease is a disease that can be passed between animals and humans. The risk of transmission is low and adhering to reasonable hygiene standards will help prevent the spread of illness. Some common zoonotic diseases include:

- *Ringworm* is a highly contagious, fungal infection of the skin or scalp.
- *Roundworm* is a parasitic worm common in dogs that can be transmitted to humans via contaminated soil or feces. Once infected, the worms can cause eye, lung, heart, and neurologic signs in people.
- *Rabies* is a viral disease that causes acute inflammation of the brain in humans and other warm-blooded animals. Can take 3-5 days to manifest.
- *Giardia* is caused by a protozoa and lives inside the intestine of humans or other animals. Giardia is most often transmitted in shelters by improper cleaning of fecal material from the hands after handling infected feces. Giardia causes severe gastrointestinal issues.
- *Scabies* is caused by a mite (sarcoptes), so in animals, it is called sarcoptic mange. It causes intense itching and sometimes subsequent skin infection.
- *Toxoplasmosis* is a disease caused by protozoa. It can infect most mammals, but the cat family is the host. It is a risk for pregnant women and dogs (particularly in the first trimester) and individuals who are immune compromised. People in these groups should not work with cats at the shelter without personal protective equipment (PPE) and preferably not at all to be completely safe.

- *Cat Scratch Disease* is a disease caused by a bacterium that can live in the nail beds of cats and most often kittens or cats that go outdoors. It is transmitted through a scratch and causes inflammation of the lymph nodes in the area or side of the scratch. The lymph nodes usually resolve but may need to be surgical removal. It is a bigger risk for individuals who are immune compromised when it can affect the liver and spleen.

Working With Dogs

Dog Walking:

Dog walkers provide much needed one-on-one attention and care for shelter dogs. For many dogs their daily walks and meal time are the highlight of their days.

- You must attend at least 1 hands on “buddy walk” with a staff member in order to walk a dog. Staff will clear you before you are able to walk on your own.
- Volunteers 16 years and older can walk dogs, volunteers under the age of 16 are not permitted to walk dogs. They can, however, interact with the dog as long as the parent is in control of the leash and is supervising the child’s interaction.
- If you have a medical or physical condition (temporary or permanent) that would put your safety at risk, please inform staff of your limitations and an appropriate task/animal will be assigned to ensure your safety.

Currently, we have 3 dog walking shifts:

- 7:30 am - 8:30 am
- 12:00 pm- 1:00 pm
- 3:30 pm - 4:30 pm

Dogs cannot be walked too much so if these times don’t work for you please reach out to the Volunteer Coordinator to make alternative arrangements!

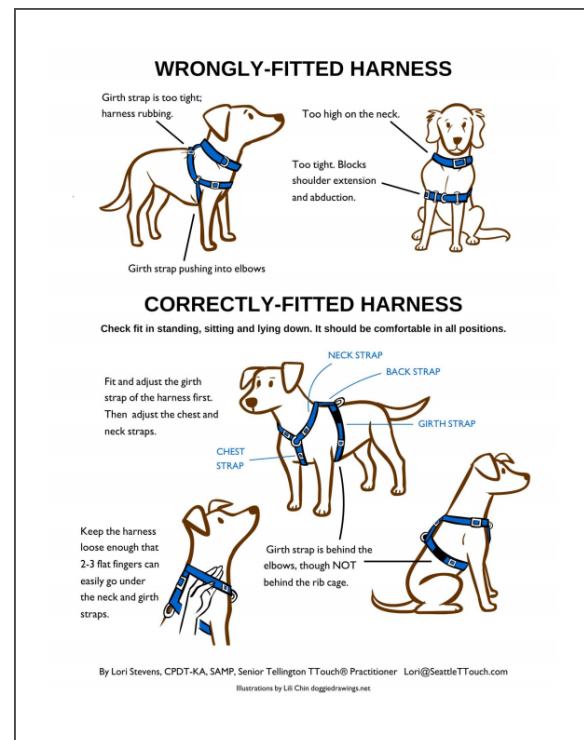
Please also feel free to take longer walks! If you do decide to take a dog on a longer walk please check with back staff that this is okay for that dog. Please also have your cell phone on you and leave your number with staff. You can take them down towards the church at the end of Waller Mill. This road ends and the back of the firing range for Camp Perry so it might be loud. BE MINDFUL OF CARS AND CONSTRUCTION!

Dog Walking Procedures:

You will get one on one training for walking dogs but please keep this guide in mind in case a refresher is needed.

- Prior to entering the kennels, get a leash, a dry erase marker, some treats and clean up bags located in the Chuck Waggin.

- When working with any dog take note of their behavior in the kennel, read the cage card, and any other signs on the front of the cage. Any animal with an **Adopted, Caution, Stray, Quarantine, Staff Walk Only, or Do Not Open Cage** sign is **not** to be handled or walked by volunteers. Make sure to pay close attention that a dog is not a **staff walk only**.
- Please document on the dry erase board what time the dog is going for a walk as well as your initials. This is how staff knows where the dog is.
- **Only work with or walk one dog at a time.** You may ask another volunteer to walk with you if two dogs are sharing a kennel.
- Always take the dogs from the resting side of the kennel. This is the side that has the dry erase boards.
- Take a moment to get to know the dog you will interact with. Bend down, turn sideways and perhaps offer a cookie/treat, show the animal the leash, allow them to smell it and speak softly to the animal.
- Most dogs in our program have a harness to use when you walk them. The harness will be buckled to the left of the kennel door. Take the harness off the kennel, make sure it is not twisted. We are using either the Balance Harness or the Easy Walk Harness. You will be shown how to put these on, but the images below are a good reminder.



- You can walk dogs **ONLY WEARING A MARTINGALE COLLAR** as long as it is properly fitted.
 - A martingale dog collar keeps your dog safer than ever. Used with a leash, the martingale collar tightens when your dog pulls and loosens when he stops, so it's only

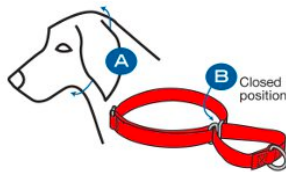
tight when it needs to be. These collars give you greater control and reduce the risk of your dog slipping out and escaping. Features:

- Prevents dog from slipping out of the collar
- Tightens when dog pulls for better control and loosens when dog stops pulling
- Safer & more comfortable than a choke chain that's always tight
- Secure fit prevents dogs from escaping or backing out of collar
- Perfect for “escape artists” and breeds with necks larger than their heads

How to Fit the Collar

- ✓ Place the collar around your dog's head and snap the buckle.
- ✓ Adjust the fit by pushing the nylon part through the metal slide.
- ✓ When tightened with a leash or by holding the smaller loop like a handle, the 2 metal rings should touch directly behind your dog's ears.
- ✓ Attach your dog's tags to the rectangle rings on the side, not the D-ring in the center. The smaller loop will lie flat after a few days of wear.

Measuring Your Dog



To pick the right size collar, measure your dog around the top of the neck directly behind the ears. This measurement is the same as the collar when it's fully tightened or closed.

- After reading the cage card and understanding what harness you are using, you can then slightly open the kennel but place your foot in front of the door to prevent it from being opened by an excited dog. Place the head opening of the harness just where the door is opened so that when the dog steps out, their head goes through the harness. After placing the harness over the dog's head, buckle it behind the dog's front leg.
- Before walking out of the kennel shout **“coming out,”** this gives other people in the hall a heads up that a dog is about to walk down the hall. Make sure to listen for any responses before exiting.
- **Always walk dogs along the wall and not directly in front of the cages.** Keep the dog on a short leash (less than a foot) when inside the building. **Do not allow the dogs to go after each other through the cage doors.** Walk quickly down the hall, but make sure to stop to see if there are any people or animals outside of the door before you exit.
- When you are taking a dog for a walk:
 - a. If you are walking with another volunteer, **avoid close contact between the dogs.** Without knowing the dogs well, we are not able to tell which dogs will get along.
 - b. Be mindful that the grounds can be muddy or icy, especially around the back of the shelter, and near the trash cans.

- c. Make sure the leash is securely in your hands. Have your hand through the loop of the leash so that the loop is resting on your wrist and hold the leash in your hand while you walk the dog.
 - d. If possible, please prevent dogs from urinating on the walls or any area of the building or on the air conditioning units by the side doors. Please prevent them from defecating on the rocks on the sides of the building.
 - e. There are a few feral (wild) cats that live on the grounds behind HHS. They all have been vaccinated and spayed/neutered. Please be mindful of them when walking dogs near the back of the building. Do not try to pick them up or socialize with them.
 - f. When putting the dogs back in their kennels, remember to secure the latches on the kennel doors and pull on the door to make sure it is secure before walking away. Used poop bags can be deposited in the trash can by the side exit door or in one of the cleanup stations located on the HHS grounds. Please remember to tie them in a knot before discarding.
 - g. If another person is walking a dog and you cross paths, stand to the side and allow the other person and dog to pass. There are many dogs that don't like other dogs.
 - h. You may walk dogs on Waller Mill Rd. **You may only walk toward the dead end part of the road and not toward the school. Be mindful that Camp Perry firing range lies at the end of Waller Mill.**
 - i. Be careful of the dog's tail when going through doors.
 - j. Unless it is an emergency **do not** enter through the front doors of HHS with a dog.
- When you come back from walking or working with a dog:
 - a. Make sure that the outside door does not close on their paws or tails. Also, check that there are no people or animals right inside the door before you enter the building.
 - b. Again, keep the dog on a short leash and walk along the wall. Before you walk down the adoption hall with the dog, check to see that the hallway is clear. Shout **"coming down"** so that anyone who is in the kennels knows that a dog is going to pass by. Make sure to wait to see if there is a response.

General Dog Safety:

- Some dogs benefit more from one-on-one contact in the play yard or the dog run than from a walk. Simply sitting with them and petting them can make a world of a difference. **Be mindful of body language.** You must consult with a staff member before taking a dog in the play yard.
- You can brush a dog as well. This can help them feel better and make them more appealing to potential adopters.
- If a dog gets loose, try to get control of the animal as quickly and safely as possible. You may need to yell **"loose dog"** in order to protect others in the area. **Do not put yourself at risk.**

Immediately get staff to assist you. Never chase after a dog into the wooded areas around HHS.

- If there is diarrhea in a cat or dog cage and you are unable to clean it, please tell a staff member immediately. We don't want the animals to sit in it all day and we may need a fecal sample. Clean up items are located in the Chuck Waggin.
- Toys are not allowed in the runs so a dog doesn't ingest it. Toys are kept in the inside and outside play yard; you must keep the toys in the play yard and not let the dog take them into the runs. If a toy is dirty please put it in the correct spot in the Chuck Waggin. If you are having trouble getting a toy away from a dog, please ask a staff member for assistance. Do not put yourself at risk.
- Please be sure to read the white board on the kennels before giving dogs treats. Some of our dogs are on special diets.
- Puppies **under the age of 6 months cannot be leash walked or touch the floor of the shelter.** If a customer wants to visit with a puppy, they may do so in the cat cuddle room with a staff member. The puppy must be carried, and the room cleaned prior to interaction.
- **Do not feed the dogs unless you are instructed to do so by a staff member.**
- **For more detailed instructions on cleaning dog kennels, see "Standard Operating Procedure 2.2 : "Animal Cleaning" at the end of this document.**

Working with Cats

General Cat Safety:

You will get specific instructions on how to clean cat kennels or socialize with cats and kittens. Please keep the following guidelines in mind:

- When working with any cat, read the Cage Card and any other signs on the front of the cage before you open it. Any animal with an **Adopted, Caution, Quarantine, or See Staff before Opening my Cage sign** is not to be handled.
- Only handle one cat at a time.
- Unless you are coming to clean cat cages at 8:00 am, please wait until the shelter is open to socialize with the cats.
- Be sure to wash or sanitize your hands after each animal interaction.
- Never put a cat on the ground to play with them. There are germs and the cats could easily get stuck underneath the cages.
- Cats respond to calm and gentle motions and tone of voice. They are very sensitive to all of the sounds and smells of being in the shelter and need reassurance when being handled to make them feel safe.

- Brushes are located in the Chuck Waggin and at the volunteer sign-in table. Cats generally like to be groomed, but cannot tolerate long sessions.
- Please be careful when closing cat cage doors. Close the door quietly and watch for paws and tails. Once closed, pull on the door to be sure it is closed securely.
- **Colony Rooms:** Remember to be careful entering and exiting the colony rooms to prevent possible escapes.
- Please do not walk around the shelter with a cat/kitten as they can easily become frightened and scratch or try to escape. Use the cat cuddle room if it is available.
- Remember cats in the colonies get more attention than those in cages. Please visit with the cats in cages if at all possible.
- Remember to sanitize between cat cages and colony rooms to prevent the spread of diseases.
- **Do not feed the cats unless you are instructed to do so by a staff member.**
- **For detailed cleaning instructions of cat cages, see “Standard Operating Procedure 2.2 : “Animal Cleaning” at the end of this document.**

Working with Other Animals

General Small Animal Safety:

You will get specific instructions on how to clean small animal cages or socialize with them. Please keep the following guidelines in mind:

- There are often rabbits, guinea pigs, hamsters, and ferrets in the shelter which are often overlooked. If you are comfortable working with the smaller animals, you may handle them.
- Like with the cats, do not put them on the ground, or let them run around the room and as always please wash your hands in between handling the animals. Make sure to sanitize before and after handling each animal and double check the cage latch.
- Again, make sure you pay attention the animal’s body language and your environment.
- Small pets can also be socialized in the cat cuddle room with the guidance of a staff member.
- Please do not hold the small animals in the lobby, they are very small and very quick and we don’t want them to get loose in the shelter.

Other Important Shelter Tasks

Laundry:

Laundry is such an important part of keeping the animals in our care happy and healthy. As we always want to put safety first, please keep these procedures in mind

- Please always wear proper gloves and safety glasses while preparing laundry. If you need a reminder of where these are do not hesitate to ask.
- This equipment is expensive and we’d rather spend that money on the animals. So before putting the laundry into the washer, shake everything out. Try not to get litter

and other debris into the wash. Soft/stuffed toys should go in the purple bin on the shelf to be washed separately by staff.

- Add 1 cap of bleach and 1 cap of detergent to the middle slot on the roof of the washer. Fill the drum to capacity, but ensure that the door can still close and open easily.
- Press the small red button twice.
- Once the washer is done, you can load one load of wash into the dryer. Do not overfill the dryer or else the items will not dry all the way.
- Once the dryer is loaded, press the green button to start.
- Before removing items from the dryer, make sure everything is completely dry. Once everything is dry you can remove the clean laundry and place it in front of the shelves to be folded.

Dishes:

- Safety first! Please wear proper gloves and safety glasses when washing/rinsing dishes.
- Before dishes are put into any bin, make sure they have been wiped clean of any food or litter residue which can clog the pipes.
- There are three separate bins for cleaning:
 - Big metal sink- Food bowls, hard/plastic toys, Kongs and water bowls.
 - Trash bin on the left- Anything with fecal matter on it.
 - Trash bin on the right- This is used as a bleach rinse after being washed.
- Once dishes have been washed, place them on the table to dry.

Foster Care:

Some animals entrusted to HHS have special needs. HHS has a network of foster homes to care for sick, injured, neo-natal, pregnant & nursing moms as well as animals that need behavior training. If you are interested in this program, please complete the Foster Care Application online. Once your application has been reviewed and accepted and an animal comes in that fits your preference, a member of the foster care team will contact you. Please note, we may not have an animal for you to foster right away.

All materials & supplies are provided and there is no long term commitment. You will also receive advice and support from the foster care team as needed. This is an invaluable volunteer position that not only saves lives but works toward improving the adoptability of an animal.

Offsite/Special Events:

Heritage Humane Society participates in many special events and needs volunteers to assist with setup, transport and breakdown at these special events. Additionally, we often need help with handling animals at these events and answering questions from the public. This is a great way to

showcase our adoptable animals in a variety of settings. **Please let the Volunteer Coordinator know if you are interested in becoming a special event volunteer!**

Thank you so much for signing to be a Volunteer here at Heritage Humane Society. Our volunteers make a big impact in the lives of local homeless pets in need and we are thrilled you want to be a part of that!

Standard Operating Procedure 2.2: Cleaning Instructions

Cats

Part 1: Materials

- Be sure to have the following items: Dry cat & kitten food, small food scoop, towels, blankets, cat beds, food & water bowls, hangers, toys, treats, litter, litter scoop, paper towels, RESCUE™ wipes, litter pans, watering can, gloves, gown, trash can, hand sanitizer.

Part 2: A.M. Divider Cage Cleaning

- Gather supplies and put on cleaning cart, take cart to assigned zone. Cats are cleaned according to healthiest rooms first and isolation rooms last.
- Check cat cage for special instructions or information
- Ensure cat is behaving normal. i.e. alert not lethargic
- Put on gloves & gown
- Check room for signs of vomiting, worms, loose or runny stool, or blood
- Remove any wet cat food bowl, dump any remaining wet & dry food & water into trash can and wipe down with a paper towel. Place any food bowl on cart.
- Check bedding for debris or dampness, replace if so otherwise take bedding and shake it over trash can, replace
- Using Rescue wipe, clean shelves and housing of the room as needed to remove debris
- Replace dirty toys or add toys for each cat
- Take litter pan contents and dump into trash, scrape out any excess debris with litter scoop. Wipe out litter pan, dry with a paper towel, add litter. Note: If a cat has an NPO slip ensure they get pellet litter.
- Take paper towel and wipe out excess litter, wipe down shelves, sides, and ceiling, dry with paper towel.
- Shake out small towel into trash can and replace, replace litter clean litter pan.
- Close door, and open sliders so cat has access to top & bottom to both sides of cage
- Ensure cage has, food, water, toys, bedding, access to both sides, litter and doors are latched.
- Sweep floor of zone & mop, or use hose to spray out and squeegee if there is a door to the outside.
- Return cart to outside chuck wagon area, take dirty laundry to laundry room, take dirty bowls to dish, roll trash can to outside chuck wagon area

Part 3 :Morning Colony/Cuddle Room, Foster Care Holding & Office Cat Cleaning

- Gather supplies and put on cleaning cart, take cart to assigned zone. Check for special instructions or information
- Ensure cat is behaving normal. i.e. alert not lethargic
- Put on gloves & gown
- Check room for signs of vomiting, worms, loose or runny stool, or blood
- Leaving the trash can outside of the room, dump any remaining wet & dry food and water into trash can and wipe down with a paper towel.
- Check bedding for debris or dampness, replace if so otherwise take bedding and shake it over trash can, replace
- Using Rescue wipe, clean shelves and other surfaces. Spray window cleaner directly on paper towel to clean windows.
- Replace dirty toys or add toys for each cat in needed
 - Add 1/8 of a cup of dry food (unless otherwise specified) into several dishes.
- Take litter pan contents and dump into trash outside of room. Scrape out any debris with litter scoop. Wipe out litter pans, dry with a paper towel, add litter. Note: If a cat has an NPO slip ensure they get pellet litter.
- Take paper towel and wipe out excess litter, wipe down shelves, sides, and ceiling, dry with paper towel.
- Ensure room has, food, water, toys, ample bedding and litter pans
- Prepare mop bucket with warm water and ½ cup of Rescue solution per gallon.
- Sweep & mop floor of room.
- Return cart to outside chuck waggin area, take dirty laundry to laundry room, take dirty bowls to dish, roll trash can to outside chuck waggin area



Cat Divider Cage Litter Side Cat Divider Cage Food & Water



Cat Divider Cage Non-Litter Side



Colony Room Cleaned



Colony Room Lipped (Non-Tippable) Water Bowls (2VAC-110-10)

Dogs

Part 1: Materials

- Gloves, clean up bags, chemical pump, Rescue solution, squeegee, deck scrubber, mop & bucket, safety goggles, treats, blankets, hose, laundry bin, hand sanitizer, broom & dust pan.

Part 2: Cleaning a guillotine kennel

- Put on gloves
- Preparing chemicals-for both the chemical pump and the mop bucket, use four ounces per gallon. Double the amount to eight ounces per gallon for illness outbreak. Gather supplies above and report to zone.
- Using the guillotine doors, section off dogs to the viewing side of kennels unless there are any doubles on dog healthy hold. If there are doubles move the doubled up dogs to a clean kennel, clean out their kennel and return dog to original kennel.
- Make sure back doors are closed and dogs are safely sectioned off (all guillotines closed) and open all kennel doors on the resting side.
- Remove solid waste items (2VAC5-110-30) stool-use clean up bags & uneaten kibble, toys) with clean up bags, empty water buckets
- Using the hose, spray down kennel gates, walls, floors, resting boards and guillotine area. Spray floor outside of kennels. Using chemical pump spray down all above areas of the kennel. Let soak in chemical solution for 10 minutes.
- Using a deck scrubber, scrub starting with the outside of the kennel door bars, inside of kennel door bars, side walls, back walls, resting board and kennel floor. Going in order repeat in each kennel until all are finished.
- Rinse all chemically treated areas with hose. Using squeegee remove excess or standing water into drain. Use a towel to dry areas.
- Fill water buckets/bowls with fresh water using hose.
- Close all kennel doors and open guillotine doors allowing all dogs to move to the resting side. Close guillotine doors. Call the dogs over or use treats to move them to resting side if necessary.
- Open all kennel doors and follow steps e-h.
- Set up each kennel with a blanket and toys.
- Ensure kennel is complete dry and door is securely latched.



Clean Kennel Resting Side



Dog Kennel Viewing Side



Dog Kennel Viewing Side Water Bucket with Carabiner

Acknowledgement Page

I _____ have read,
(Signature)

understand and agree to adhere to Heritage Humane Society Volunteer Procedures and Guidelines and agree to abide by all safety policies. I am aware that failure to follow safety policies could result in suspension or termination of my volunteer service.

Signature: _____

Print Name: _____

Date: _____

Orientation Date: _____

HHS Staff Signature _____

Date: _____