



# VOLUNTEER MANUAL

**March 1, 2019**

**Revised November, 2023**

## WELCOME

Welcome to the Fort Defiance Humane Society Volunteer Program! Being a volunteer is extremely rewarding, educational and fun! You can have a significant positive impact on the lives of homeless animals. Cuddling a cat, walking a dog, giving a treat or a simple pat on the head will touch your heart and bring you back for more. It's especially rewarding to see how the animals at FDHS respond immediately to the love they receive while they are at the shelter.

Thank you for giving us your time and attention for the animals! We appreciate your commitment to help us help them and we know that your time is valuable. Each of you may have different reasons for wanting to be a volunteer, but all of you choose to volunteer at FDHS because:

- You want to give love and care for animals desperately needing positive human interaction
- You wish to find homes for animals that deserve a second chance
- You want to help make our community more responsible for our pets
- You want to help save lives

As a volunteer, you are an immeasurable asset to our organization and to the many animals in which need loving homes. This handbook has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools, and animal handling safety. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at FDHS.

Thank you for giving your time to the animals at FDHS. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

Board of Directors & Staff  
Fort Defiance Humane Society

## ABOUT US

### **HISTORY:**

Since 1966, Fort Defiance Humane Society (FDHS) has been providing love and humane care for unwanted, abandoned and sick animals in Defiance and surrounding areas for more than 50 years! With the support of the Defiance area community, FDHS delivers services and protection to over 700 cats, dogs, and other animals each year. FDHS contracts with Defiance County Dog Warden in which animals are received as strays, owner surrenders, seized by Animal Control, or court ordered. FDHS aspires to find homes for all animals that find their way to our doorstep, and to ensure that none of them will ever lose their lives due to lack of space or the resources to care for them.

### **VISION:**

Our vision is to be a premier shelter in our area by setting the standard of excellence for the care and treatment of animals in a dignified and respectful manner; a manner free of cruelty, neglect, and abandonment.

### **MISSION STATEMENT:**

FDHS is a non-profit, compassionate, animal-advocacy organization established in 1966 to provide the Defiance area community with resources to:

- Rescue, rehabilitate, and rehome abused, neglected, or unwanted animals
- Develop and administer programs designed to educate the community on responsible pet ownership
- Aggressively control animal abuse and overpopulation

### **CORE VALUES:**

- Passion – Our staff, volunteers, and supporters share the same values, beliefs, and persistent determination to continuously improve, and fight for animal rights.
- Compassion – We value and respect every life that enters our doors and make decisions based first on the best interest of the animal.
- Respect – We understand the strong relationships between people and animals. We are respectful of that relationship when taking actions or making decisions.
- Collaboration – As an advocate for their well-being, we work with animal-focused individuals and other rescue organizations for a positive solution in the best interest of the animal.
- Integrity – We strive to earn the trust of our community and do what we say we will do. We are truthful, even if the solution isn't popular. Our actions taken are based on what we believe to be in the best interest of the animals.
- Transparency – We are open, truthful, and trustworthy in all we do with and for the animals, and how we manage ourselves fiscally.
- Fiscal Responsibility – We are good stewards of all resources entrusted to us.

### **FUNDING:**

Fort Defiance Humane Society is a private, non-profit, independent organization. The Humane Society is not controlled by any national organization but is governed by a local Board of Directors. We are supported by donations from private individuals, businesses, grants, and fees from services provided.

## WHAT WE DO

- We make dogs and cats available for adoption at our shelter. To do so, all pets are spayed or neutered, have age appropriate vaccinations, tested and treated for external and internal parasites... and more!
- People who have lost pets are encouraged to call or come to FDHS and inquire to look for their lost pets. Our staff will also search social media for lost & found reports in order to reunite precious pets with their loving families.
- If FDHS receives a stray animal with an ID tag or a microchip, FDHS staff will contact the owner in order to get the pet back to its home.
- FDHS offers low-cost spay/neuter, vaccination, and wellness options to our community.
- FDHS employs the area's only Humane Agent to respond to animal abuse, neglect, and cruelty.
- Educate and communicate on responsible pet ownership.

## WHAT WE ASK OF VOLUNTEERS

### *That you...*

1. Have a genuine concern for animal care and protection.
2. Enjoy working with animals and people.
3. Attend an orientation and any additional training.
4. Make a commitment to work a minimum of 15 hours over a 3-month period and stick to a consistent schedule if possible.
5. Understand and support our philosophies and policies.
6. Be an advocate for Fort Defiance Humane Society wherever you go.

### *You will receive...*

1. A feeling of accomplishment for contributing to the care and protection of animals.
2. The opportunity to work in a recognized and respected humane organization.
3. Appreciation from staff for your contribution. Although it may not be said often enough, the staff is sincerely grateful for the time and talent you give through your volunteer activities. We need you!
4. Opportunity to meet people with similar interests and make new friends.
5. Plenty of pet kisses, puppy breath and purrs!

## POLICIES & PROCEDURES FOR VOLUNTEERS

### **VOLUNTEER—CLASSIFICATION**

FDHS Volunteers are classified as “volunteer at will.” Either you or FDHS may choose to terminate the volunteer relationship at any time, with or without cause, and with or without notice. The services that you provide at FDHS are strictly voluntary. Volunteers do not receive any wages or compensation for these services, nor are made any promises of employment. FDHS volunteers are not covered by any Workers Compensation. Your direct supervisor is the Fort Defiance Humane Society Volunteer Coordinator. Any concerns about your volunteer classification should be addressed to the Volunteer Coordinator.

## **AGE REQUIREMENTS/PARENTAL CONSENT**

Anyone 18 or older can apply to volunteer at Fort Defiance Humane Society. Anyone between the ages of 12 thru 16 can volunteer with a parent or an adult care-taker/mentor. Anyone 17 years of age can volunteer with permission from a parent. You must be at least 16 years old to walk adult dogs. The parent or guardian must sign the liability waiver form for the minor.

## **GUIDELINES FOR NEW VOLUNTEERS**

Before volunteers are accepted into the FDHS volunteer program, volunteers must be able to meet the following guidelines:

1. Able to volunteer at least 15 hours in a 3-month period and adhere to a regular schedule
2. Meet the age requirements
3. Have a completed application and waiver on file, and a signed acknowledgement sheet of this document
4. Attend appropriate orientations and trainings when necessary

## **PROCESS FOR NEW VOLUNTEERS**

All potential volunteers must fill out an application, attend a volunteer orientation, and attend any necessary training sessions. Our Volunteer Coordinator will work with you to determine the best volunteer opportunities based on your interests and skills.

## **ORIENTATION / TRAINING**

All volunteers are required to attend Orientation and Training for their specific responsibilities. If you are unable to volunteer for a period of 6 months four hours or longer, refresher training may be required before resuming your volunteer activities. Prior to your return, contact the Volunteer Coordinator. Volunteer training is scheduled every Wednesday from 10:00 am – 4 pm. If that timing does not work for your schedule, alternate arrangements may be made with the Volunteer Coordinator. For both human and animal safety, volunteers may only perform duties for which they have been trained. Acting beyond or outside of documented training is prohibited.

## **SAFETY & ACCIDENT PREVENTION**

Safety is our priority at FDHS. We strive to provide a clean, hazard-free, and safe environment. As a volunteer, you are expected to take part in maintaining this environment.

Many accidents are prevented by remaining vigilant and careful, including:

- Working within the boundaries of the training you received.
  - Observing all posted safety rules, adhering to all safety instructions provided by your supervisor, and using safety equipment as required.
  - Learning the location of safety and emergency equipment, as well as safety and/or emergency phone numbers.
  - Reporting any malfunctions or problems with safety equipment to your supervisor immediately.
- Accidents and injuries do happen. In the event of the event of a “near miss” injury or accident, report immediately to the Volunteer Coordinator. Such reports are necessary to comply with laws, ensure the safety, and to help us place adoptable animals in appropriate homes. Volunteers are NOT covered by Worker’s Compensation Insurance—any medical expenses are at the sole expense of the volunteer and/or volunteer’s personal insurance. Please check with your physician prior to volunteering. If you think you may be pregnant or are pregnant and nursing as there may be health risks working with or around animals.

## **PRACTICING SAFETY AROUND ANIMALS**

The shelter environment can be stressful to animals; therefore, behaviors cannot always be predicted. Remember these animals are NOT our pets and may not react the way our pets do to “normal” actions, and therefore extra caution and care is mandatory.

- Handling of animals is strictly prohibited until you have attended training.

### **Signage on kennels or cat rooms**

#### **Red/Yellow/Green System**

1. Red = Staff only. These dogs are red for many reasons, some are new which means for 3 days they are staff only while we get to know them and let them adjust to life in the shelter. Some are dogs that have been deemed dangerous, etc. It is VERY important to respect **ALL** handling signs.
2. Yellow = Ask staff. These dogs are yellow for reasons such as: very strong, darts out of kennel, kennel fights, food aggressive in kennel, etc. Make sure to always ask. Once you ask about a yellow dog, you can always walk THAT yellow dog. Any new yellow dog or a yellow dog you have never walked before, ASK
3. Green = Do not have to ask staff. Green dogs are dogs that we know do fine with anyone and can be walked without asking. Please remember, they are still dogs and kennel fighting could occur.

Your role is to create a calm, controlled atmosphere for social interaction and /or exercise. Play is to be kept controlled always; overexciting an animal may result in aggression and/or negatively affect its adoptability.

## **INJURIES**

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. If you are injured while at FDHS, you must notify the FDHS staff immediately and complete an incident report. There is also a stocked first aid kit in the break room.

## **ANIMAL CARE**

It is expected that FDHS Volunteers will treat all animals in the shelter’s care with compassion and gentleness. Ask for assistance from FDHS staff when needed and use caution at all times. Make sure to notify FDHS staff of any observations or information you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases. Volunteers are not to take any animals from the shelter without approval from FDHS staff. A volunteer doing so will be subject to dismissal. Policy and procedure decisions concerning shelter operations and animal care are ultimately the responsibility of staff and administration and must be respected and followed by all volunteers. Please leave pet counseling and advice to our experienced staff. The staff has access to each pet’s behavior and medical profile. While we know, you have the best of intentions, personal opinions may not serve in the best interest of an adopter or pet. In addition, please be mindful of the privacy of our customers. Refrain from joining in on customer/staff conversations, which may be of a sensitive nature.

## **EUTHANASIA**

At FDHS, euthanasia is only done in cases where there is no good medical solution or if there is an extreme behavioral situation that cannot be corrected. It is always our last option. However, as a volunteer for FDHS, you may be exposed to animals facing euthanasia, even though you will never witness it. FDHS uses a humane method of euthanasia. Whether or not you personally agree with the practice, even though this does not happen often, it is a reality at any shelter.

## **STRESS REDUCTION**

Stress is a primary factor affecting an animal's immune system. One of our most important jobs is to keep our animals' stress levels as low as possible. Speak softly, move slowly, project a calm presence.

- If you discover an animal out of its kennel, DO NOT reach out to grab it. Close any doors in the immediate area and alert a staff member, who will safely retrieve an animal.
- If involved in animal socialization, remember that all animals must be kept separate always, i.e. no touching or interaction. Prohibiting contact between animals reduces the spread of disease AND the possibility of animal aggression, especially under times of stress.
- If you witness a fight, DO NOT attempt to break it up. Fights often sound worse than they are, however, only trained staff members are authorized to intervene.
- Bringing your own pet to the shelter while volunteering is prohibited. Remember, accidents do happen. You are required to report any bite, scratch or other injury to FDHS staff immediately, no matter how small or insignificant it may seem. Medical history is often uncertain in many animals. There is also a first aid cabinet in the breakroom.

## **HYGIENE**

Frequent hand washing while volunteering is mandatory. Washing hands helps eliminate the risk of becoming ill yourself and helps prevent the spread of disease throughout the shelter. Alternatively, you may wear latex gloves provided by the shelter during your volunteer shift. Wall dispensers of disinfectant gel can be found throughout the shelter. Disinfectant gel does NOT kill parvo virus, which is highly contagious to animals. Hand washing is our/your best defense.

## **VOLUNTEER HOURS**

Volunteers can volunteer at the shelter: Monday– Friday 9:30am-5pm. Volunteer hours are available on Saturday and Sunday upon approval by the Volunteer Coordinator.

# **CODE OF CONDUCT**

## **RESPECTFUL BEHAVIOR**

As a member of the FDHS team, you are a representative of FDHS's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public, fellow volunteers, and the staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated, and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written materials as well as personal interactions with staff, other volunteers, and members of the public. Bottom line– commit to providing excellent customer service to our visitors, staff, and fellow volunteers.

## **PRIVACY POLICY AND CONVEYING CORRECT INFORMATION**

Information pertaining to FDHS records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are sure you have current, accurate information. When in doubt, always refer the person to FDHS staff. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of shelter customers or staff members. Do not write notes on cages or place signs without FDHS staff approval.

## **DRESS CODE**

As a shelter representative, casual clothing is encouraged along with a neat, tidy appearance. Come prepared with the mindset that anything that you wear will get dirty. When working with animals you're advised to cover as much skin as possible to avoid scratches. Clothing must be laundered between visits to the shelter to reduce the spread of disease and viruses. As a FDHS volunteer, you are required to wear the following during each volunteer activity for FDHS.

- Volunteer badge
- Close-toed shoes are required. Please no sandals or flip flops. Rubber boots are recommended.
- No tank tops
- Long pants/shorts to the knee
- No dangling jewelry/hoop earrings
- Be cautious with hats & sunglasses as they could be "triggers" for certain dogs

## **PARKING/ENTRY**

Volunteers are encouraged to park on the side of the building or around the barn area. The front parking lot is for customers. Please use the front entrance when entering the building and sign in for your shift.

## **VOLUNTEER COMMUNICATION**

The Volunteer Coordinator will send out information primarily via text message or email. We encourage you to keep your information updated. Other communication will be posted on the volunteer board outside of the breakroom. Also check the "board room" for information on each dog.

## **BREAKS**

Volunteers may take their breaks in the designated break room. Please respect others property in the break room. The refrigerator may be used for snacks/beverages; please take these items home with you at the end of your volunteer shift. You are also welcomed to bottled water. Volunteers are encouraged to utilize designated break areas. Please avoid "hanging out" in the Front Office areas.

## **PERSONAL ITEMS**

FDHS is not responsible for lost, stolen, or damaged belongings. Please leave all valuables at home; no valuables should be left in your vehicle.

Volunteers are not to be in any unauthorized or unapproved area without staff approval. Unauthorized areas include; isolation areas, and veterinary areas (surgery suite).

## **VISITORS & PETS**

Visitors (family, friends, and children) are prohibited during your volunteer shift and at all times in staff/volunteer areas. Many volunteers enjoy sharing their volunteer activities with friends and family. If you would like to volunteer with another person, please contact the Volunteer Coordinator to arrange for volunteer training for all people involved. Pets are not allowed at the facility unless you have staff permission.

## **PERSONAL PHONE CALLS**

FDHS asks volunteers to refrain from using cell phones during their volunteer shift. Personal phone calls disrupt our focus of caring for animals and providing exceptional customer service. If you need to answer or place a call during your shift, please return any animal you are working with before doing so as handling animals while distracted is dangerous for both you and the animal.



## **SOCIAL MEDIA**

FDHS is careful to maintain its media presence and reputation. All media messages (social or traditional) regarding FDHS may only come from designated staff. Requests for interviews, pictures, or other media must be referred to the FDHS Director. We understand that volunteers often wish to share their experiences with family and friends, however all social media messages regarding shelter operations are strictly prohibited unless approved by the Volunteer Coordinator. Pictures are not allowed.

## **WEAPONS**

Unauthorized possession of a weapon or firearm during and in the course of a volunteer's official duties is prohibited. This prohibition applies to a volunteer's personal vehicle when such vehicle is used in the course of a volunteer role. FDHS will not tolerate dangerous weapons in the workplace. The possession of any dangerous weapon by any person while on company property is strictly prohibited.

## **USE OF COMPANY PROPERTY**

FDHS will provide you with the necessary equipment/supplies for your tasks. This equipment is not for personal use and is to remain on FDHS property. Volunteer use of company phones, computers, printers and electronic equipment is prohibited unless approved by the Director. The FDHS premises, telephones, and computers are not to be used for volunteers or others to engage in the practice of soliciting collections or donations; selling raffles, goods, or services; operating betting pools; or solicitations of any kind. Computers may only be used for tasks assigned by the Volunteer Coordinator.

## **SMOKING**

Smoking is prohibited in all buildings. Volunteers who wish to smoke must do so in designated smoking areas outside and properly dispose of butts.

## **SUBSTANCE ABUSE POLICY**

No volunteer/employee can consume, possess, sell, or purchase any alcoholic beverage on any property owned by the FDHS, or in any vehicle owned or leased by FDHS. No volunteer/employee may use, possess, sell, transfer or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity while working for the FDHS. Volunteers may use medication prescribed by a physician if it does not impair ability to perform essential functions of the job effectively and in a safe manner. The FDHS does not tolerate volunteers that are impaired by or under the influence of alcohol or drugs while working.

## **DISEASE TRANSMISSION & CONTROL**

FDHS is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a volunteer at FDHS, you must be sure to wash your hands frequently as well as clean all animal handling equipment to prevent the spread of disease in the shelter. Use hand sanitizer in between handling of each animal. If you are bitten or scratched, you must report the incident to FDHS staff. The animal may be quarantined for observation. You are responsible for your own personal health and are advised to seek medical treatment from your doctor.

The most dangerous threat to an animal in a shelter environment is disease. A major part of our job as staff and volunteers is to reduce the chance that an animal will become ill during its stay at FDHS.

- A healthy animal may be carrying a virus while exhibiting no symptoms.
- A disease which may generally exhibit itself mildly in an owned pet in a home can be deadly to shelter animals whose immune systems have been weakened by stress

### **COMMUNITY GROUPS, ACTIVITIES, & EVENTS:**

FDHS schedules and plans activities and events (on-site as well as off-site) for awareness, fundraising, and other outreach initiatives. All events and activities must be approved by a FDHS staff member or FDHS Board member. Any group or organization wishing to hold an event or group volunteer project must contact the FDHS staff in advance to make arrangements. We appreciate all the work you do, and we are excited that you are thinking of the Fort Defiance Humane Society! Let's work together to make it a great event!

### **CONFIDENTIALITY**

As a condition of volunteer service, all volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This information includes FDHS personnel information, client or customer information, suppliers, procedures, cost of merchandise/services, sales data, price lists, financial information, records, business plans, prospect names, business opportunities, confidential reports, customer lists and contracts, as well as any other overall business of the FDHS. Violations of the confidentiality section of the Volunteer Handbook is considered a serious matter and may result in disciplinary action or termination. Responses to requests for information from outsiders (such as the press or social media) about an animal, an employee, the FDHS or any other shelter-related activities are to be given only by authorized personnel. All such inquiries must be directed to your supervisor. If you are ever unsure of your obligations under this policy, consult with the Volunteer Coordinator and/or Executive Director.

### **HARASSMENT POLICY**

FDHS strives to provide a safe and enjoyable experience for all volunteers, staff and visitors. Harassment is defined (from the viewpoint of the victim) as: the act of systematic and/or continued unwanted and annoying actions of one party or a group, including threats and demands. Harassment includes sexual, physical or verbal comments or actions. Please inform the Volunteer Coordinator and/or Shelter Manager if you witness or experience any form of harassment while serving at FDHS. Harassment of any form is not tolerated and will result in immediate dismissal of volunteer/staff and/or immediate removal of the visitor.

### **TERMINATION POLICY**

Volunteers may choose or be asked to discontinue their volunteer service to FDHS. The procedures for termination are as follows:

- Voluntary: If a volunteer wishes to end their service, we ask that the individual make known his/her intentions to the Volunteer Coordinator. If possible, we ask that our volunteers let us know in advance (2 weeks' notice) that they plan to leave, so that the necessary arrangements can be made to fill the position they are leaving.
- Involuntary: Volunteers who do not adhere to the rules and regulations of FDHS are subject to dismissal.

## VOLUNTEER OPPORTUNITIES

Volunteer Training FDHS has a variety of training, on the volunteer opportunities that interest you! All volunteers must attend FDHS's Shelter Orientation Class to be able to volunteer at the shelter. If you are interested in additional tasks at FDHS, additional small group or private trainings will be required. Do you have a large group or club that is interested in volunteer? Speak with the Volunteer Coordinator to schedule a private orientation class for your group!

- Dog Walking
- Feline Enrichment
- Cleaning
- Grounds & Maintenance

### **Dog Walking**

The dogs in our care need some exercise and excitement! As a volunteer, you can provide them with playful companionship and training that will help land them the home of their dreams!

#### **Key Responsibilities:**

1. Safely provide the animals in our care with a relaxing or playful experience.
2. Help ensure that all dogs up for adoption have an opportunity to enjoy time outside.
3. Volunteers must have attended the Volunteer Orientation and Dog Walking Training Class.
4. Volunteers must wear closed-toed shoes for protection while handling the animals.

#### **Location:**

Dog Walking can occur in the exterior, fenced area in the back of the shelter. With permission from FDHS staff you may be allowed to walk dogs off FDHS property (Oxbow Lake area).

#### **Instructions to Begin:**

Safe dog-walking procedures:

- Enter kennel by pushing door inward
- Attach leash while still in kennel
- Keep the dog between you and the wall when taking the dog outside. Do not allow dog to walk next to kennels as some will want to "kennel fight"
- Do not allow dogs to go nose to nose with other dogs, unless you have permission from FDHS for a play group.
- If sign saying "XX in use" is on door leading to back yard, do not take dog out. Return them to their kennel.
- Report all incidents or any medical conditions to the FDHS staff.

### **Feline Enrichment**

Come and spend some time with the available kitties for adoption in the FDHS Cat Rooms! Some of the adoptable cats maul new volunteers— seeking attention from newcomers! Others, however, may be a bit shy and need some coaxing to come out of their shell! From giving treats, loving on, playing with, grooming, and tidying up their space— we need help making our cat rooms presentable for adopters and spotlighting our adoptable cats in the best way!

#### **Key Responsibilities**

1. Safely provide the animals in the care of FDHS with a relaxing and playful experience.
2. Ensure that all of the animals have a clean space, including but not limited to fresh food, water, toys, litter boxes, and beds/blankets!

## Cleaning

With over 500 animals in our care annually at FDHS, there is A LOT to clean and mountains of laundry to do! We have a great staff of kennel attendants, but we can always use additional help! We take pride in the cleanliness of our facility and it is a 24-hour job and the health of the animals in our care depend on it!

### **Key Responsibilities**

1. Washing dishes and litter pans, toys, etc.
  - Dishes are washed in the sink in the Prep room. Animal dishes are washed daily to prevent sickness caused from bacteria. We typically wash all of the dog dishes in the morning after the kennel attendants let all of the dogs out and begin to tear down the kennels. We fill one side of the sink with warm water and dish soap and the other (the one with the small water bin) with warm water and a cap full of bleach. It is essential to empty the remaining contents of the food bowls into the trash before placing them into the sink to soak. After you wash with soapy water make sure to rinse with bleach water and stack the bowls on the counter to dry. Place a large towel on the counter before stacking clean bowls (they can be found in the middle/upper cabinet).
  - Litter pans are washed in the tub located in the Maintenance room. Make sure all contents are dumped into a garbage can before putting them in the sink. Spray inside/outside of pans with Rescue spray bottles. Let that soak for at least 5 minutes. Pans are washed individually and are scrubbed/rinsed with hot water. After the pans are clean they are either stacked outside (weather permitting) or on a towel in the Maintenance room to dry.
  - Toys are washed in the Laundry room. Hard toys are placed in the bin of rescue solution under the sink to soak for a minimum of 5 minutes before being moved to the sink to be scrubbed and rinsed and placed on the small drying rack located on the counter. Soft toys are grouped together by animal room and species and placed in the mesh laundry bags located on the counter. The mesh bags can be thrown in with species-specific laundry in the washing machine.
2. Spot cleaning cages and kennels
  - A good rule of thumb- “If you see it, scoop it!”. Cages are spot cleaned throughout the day, so if you notice a mess in a dog or cat kennel it’s easy to handle! If you are spot cleaning a dog kennel you can go get a poop scoop and a mop (bucket of solution is already made up) from the Maintenance room, scoop up the mess, dispose of it, and then mop vigorously. If the blankets are soiled always make sure you shake out any solid waste in the garbage before taking them to the Laundry room to be cleaned. After the kennel is cleaned you can add fresh blankets or toys. Cleaning cat kennels is similar to cleaning the dogs, other than after you scoop make sure to sweep up any extra litter and wipe everything down with diluted rescue spray bottles (located in each room) and a paper towel. You can also replace the cat’s dry food and water if they look dirty.
3. Mopping floors
  - Mops are used through the day and are located in the Maintenance room. Each mop bucket is labeled for their intended use. The surgery and office buckets should not be used in the kennels. The cleaning water is a mixture of hot water and rescue solutions. If a bucket is not already made, you can mix *2 ounces of Rescue per 1 gallon of water*.

4. Refresh food and water for animals
  - All animals need clean and fresh water at all times. Waters are filled multiple times a day and we typically try to check and make sure everyone has something to drink at all times. Watering cans can be found in the Maintenance room and can be filled with cool water from the Maintenance room sink. These can be used to refill dog water bowls in each kennel. Please also make sure that the dry food for both cats and dogs look fresh! Cats have a constant access to dry food so feel free to fill up their food dishes when visiting their rooms. There are containers of dry food in each cat room, along with gallons of water. Many of the dogs, however, are on a specific feeding routine, but you can always ask a kennel attendant about giving them a snack or two!
5. Sweeping isles
  - Isles need to be swept of fur, kibble, or debris from the day-to-day activities. This keeps the shelter looking nice and helps to prevent any potential falls. Brooms and dust pans can be found in the Maintenance room.
6. Scooping poop in outside run/yard
  - Scooping poop may not be the most fun task, but it is essential in not only keeping the yards clean but also to prevent sickness and disease that can be transmitted between animals. With around 25-30 dogs you can imagine how often we need to scoop the yard! Outdoor poop scoops are typically found in the Board room and there should be a bucket already lined with a trash bag outside with waste. If there is not already a bucket made, grab one of the yellow empty Tidy Cats containers from the Maintenance room and line it with a large trash bag for easy disposal. The main places to scoop are the grassy areas in front of the barn where dogs are hand walked, or anywhere in the backyard (inside the covered dog run, in the grass runs, and along the fence where dogs are kept on tie-outs). After you are done scooping, dispose of the trash bag in the dumpster in front of the barn and take your scoop to the Maintenance room for cleanup. Scoops are scrubbed with rescue solution and hot water (in the sink) then placed in the litterbox on the floor that's filled with rescue solution for a minimum of five minutes before being placed on a towel to dry.
7. Cleaning windows
  - Windows all through the shelter need cleaned frequently! From the office windows in doors up front, to the windows of the cat rooms, all the way back to the windows in the Board room. Windows can be cleaned with glass cleaner and a paper towels. The cleaner is usually located on the shelf of cleaning supplies in the Maintenance room.
8. Scooping litter boxes
  - Much like scooping the dog kennels, litter boxes need scooped a few times through the day to keep the rooms fresh and the chance of transmitting illness down. Litter scoops are found in the Maintenance room in an empty litter container with the other clean scoops. You can grab an empty Tidy Cats (yellow) litter container and line it with a fresh trash bag before going into each room. It is incredibly important to clean each cat room with a fresh scoop to prevent sickness from spreading to each room. Cats in cat kennels are to be treated like individual rooms and will also need a scoop for each kennel. With that, it is also important to be using a fresh container and bag before going into each room. When scooping, please make sure to scoop the bottom of the pan as well, as waste tends to collect and settle down there. If the box is looking extra messy, you can wipe the sides down with a disinfectant wipe found in the cabinets in each room. Add litter if the box is too bare or you can see the bottom

of the box. Finally, sweep any excess litter that may have fallen onto the floor. Scoops can be taken to the Maintenance room. Use a paper towel to wipe off any excess debris in the garbage. Then rinse them off with hot water in the tub. Place them in the orange bucket of rescue solution to soak for a minimum of 5 minutes. Give them a final scrub and rinse in the tub, before being placed to dry on a towel/mat in the Maintenance room.

### **Grounds & Maintenance**

Help provide much needed light maintenance and grounds keeping at Fort Defiance Humane Society! Volunteers can perform a variety of tasks from weeding, mulching, and bush/tree trimming to painting or fence mending. Volunteers will not be asked to complete tasks outside of their comfort level and/or skill set. Safety is very important and only volunteers with the skills necessary should attempt to perform the task. Orientation is not required to become a Grounds and Maintenance Volunteer.

## VOLUNTEER ACKNOWLEDGEMENT STATEMENT

My signature signifies that I have received a copy of the Volunteer Handbook of Fort Defiance Humane Society (FDHS). I understand that the handbook provides general guidelines of the FDHS volunteer practices and policies, and by evidence of my signature, I hereby certify that I have read and understand its contents.

I recognize my responsibility to read and review this handbook regularly and seek clarification from my supervisor, if needed. I further understand and agree that this handbook is not binding as a contract and my volunteer service is “at will”, which means either the Society or I may end the volunteer relationship with or without cause or notice.

The Society reserves the right to change, add, delete or modify any provisions in this handbook.

Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

---

Volunteer Signature

---

Parent/Guardian Signature (if under 18)

---

FDHS Management Signature & Title

## VOLUNTEER TRAINING QUICK REFERENCE GUIDE

1. Volunteer Sign- In
  - \*We know who is here & when
  - \*Tracks volunteer hours which helps us with certain grants
  
2. Red, Yellow, Green system
  - \*Red = Staff only. These dogs are red for many reasons, some are new which means for 3 days they are staff only while we get to know them and let them adjust to life in the shelter. Some are dogs that have been deemed dangerous, etc. It is VERY important to respect **ALL** handling signs.
  - \*Yellow = Ask staff. These dogs are yellow for reasons such as: very strong, darts out of kennel, kennel fights, food aggressive in kennel, etc. Make sure to always ask. Once you ask about a yellow dog, you can always walk THAT yellow dog. Any new yellow dog or a yellow dog you have never walked before, ASK.
  - \*Green = Do not have to ask staff. Green dogs are dogs that we know do fine with anyone and can be walked without asking. Please remember, they are still dogs and kennel fighting could occur.
  
3. Maintenance Room- watering cans, mop, poop scoops, etc.
  - \*Watering cans = can fill up in maintenance room sink, always make sure water bowls are full whether inside or out.
  - \*Mop – if a dog messes in their kennel, you can help the kennel attendants by either taking the dog outside (if allowed) or mopping the kennel out. Always check an empty kennel to see if any waste needs scooped out or if the kennel needs mopped. The instructions to mix up the Rescue Solution used for the mop buckets = *2oz of rescue per gallon of warm water.*
  - \*Poop scoops- there is always poop that needs scooped outside. Walk the yard both in the runs, the big fenced area, and the side yard. Dispose of the waste in a trash-bag lined yellow bucket. Make sure to rinse your scoop off in the maintenance room sink and let it soak in the rescue solution in the litterbox on the floor of the room for 5 minutes.
  
4. Location of leashes
  - \*Wall first walking into kennel area, wall across from meet & greet, laundry room, wall in board room.
  - \*Volunteers can put a harness on a dog they have been cleared to walk if they feel more comfortable with a harness, especially for stronger dogs.
  
5. Meet & Greet Room
  - \*Days where weather is not ideal, they can take dogs into the meet & greet to interact. Explain what we use the room for. Nice days, please take the dogs outside for fresh air and an extra walk- it's good for them!



6. Laundry room
  - \*Volunteers are not to load the washer or dryer. They may fold the laundry and put away. We appreciate it! With approval, can give dogs baths.
7. Prep room
  - \*Staff will feed dogs on their daily schedule. Volunteers may be asked to help feed cats when it's time for wet food, must be approved. Treats are in prep room.
  - \*Dishes always need done. Every dog & cat gets fresh bowls every day! Staff will have sink ready to go. There is a small amount of bleach added to the water. Make sure bowls are washed thoroughly and placed on towel on counter to dry.
8. Garage
  - \*This room also acts as our third cat room and many adult cats are free to roam.
  - \*Extra supplies- treats, food, paper towels, cleaner, etc., kept in the garage bench or the cart in that room.
9. Board Room
  - \*White board has all the dogs listed and which kennel they are in. The notes listed about each dog are very important. Volunteers are to sign in and go to the board room before walking any dogs. There may be new notes that need to be read before walking a dog, even if it's a dog they have walked before.
  - \*Sign that says if there is a dog in the fenced area is important! We have dogs that do not like other dogs and do not want a fight to occur. If you bring a dog in from the fenced area, change the sign to green so others know no one is out there.
10. Intake Room
  - \*This room acts as an isolation ward for animals under medical observation. This room is not to be entered by volunteers and is labeled 'Staff Only'.
11. Kennels
  - \*Opening kennels, making sure kennels are latched after putting a dog back.
  - \*Pay attention to kennels and place dog in correct kennel after walking
  - \*When getting a dog out, walk dog closest to the wall. Place yourself between dog and other kennels.
12. Cats
  - \*Cats are more easy-going and easier to care for than the dogs. However, they still need attention and one-on-one time, so please stop in to pet them and love on them.
  - \*With approval, will be able to help clean litter boxes and give wet food.
  - \*When exiting the cat rooms, make sure the doors are securely latched.
  - \*If you notice a mess in the cat rooms, there is a broom & dust pan in each room. In the cabinets and garage bench there is also cleaning supplies (paper towels, Clorox wipes, etc.) If you need help, please find a kennel attendant.