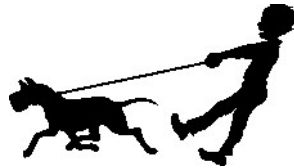


East Alabama Humane Society

Volunteer



Manual

Welcome!

Thank you for offering your time to assist in the care and socialization of animals for adoption. We realize that your time is valuable and we appreciate any assistance you can provide on a regular or periodic basis.

Due to lack of resources, without the assistance of volunteers many of the animals would not have the opportunity for exercise or socializing. The following pages provide an overview of how the operation is run and what services volunteers can provide.

To be a volunteer at the Shelter without a parent you must be at least 16 years. If you wish to volunteer and you are between 10-14 years old, a parent must accompany you. In this case, both the parent and child must fill out a volunteer application. Additionally, any volunteer under the age of 18 needs parental consent and signature.

After reviewing these pages, please complete the *Volunteer Application/Waiver*. If you have any additional questions, please don't hesitate to ask one of the lead volunteers.

Sincerely,

**Carolyn Harrelson
Executive Director**

**Claire Bird
Operations Manager**

**Jennifer Lori
Kennel Manager**

Introduction

Volunteers are the primary providers of socialization and exercise for the animals at EAHS. We truly value the time you can donate and want to encourage you to make a real commitment to this effort. If not for people like you many of these animals would not get the attention and socialization needed to become a good family pet.

Those who desire to be volunteers at EAHS must be able and willing to commit to volunteer service. We encourage you to pledge a minimum of 4 hours per week (of course the more the better!). While any amount of volunteering is appreciated, it is difficult to anticipate adequate socialization and exercise for all our animals when volunteers don't meet this requested pledge. To increase volunteer retention and to prevent impulse adoptions that might be regretted later, we require a minimum tenure of 90 days prior to adopting an animal.

To fully understand the role of EAHS and our operating philosophy and policies you must read through the attached documents (General Policies and Standard Operating Procedures for East Alabama Humane Society and the Guidelines for Responsible Adoptions) and consider how you will feel volunteering under these guidelines and policies. **If you philosophically disagree with These operating procedures and policies this shelter is not the best place for you to volunteer your service.**

The supervisor conducting the orientation will provide you with a comprehensive understanding of the operation, your duties and regulations and shelter policies and procedures. They will also attempt to answer any questions you have.

VOLUNTEER JOB DESCRIPTIONS:

☐ **Office Assistance/Filing**

Time Commitment and Training: This volunteer position will ideally be two hours a day several days per week, either in the morning or the afternoon, however once a week will be considered if that commitment will be at a regularly scheduled time (for example every Monday morning from 10am-12pm or 12pm-2pm). If selected for this position your training will vary depending on your experience. You must attend the one hour volunteer introduction.

Responsibilities: Assist front office staff by answering phones, maintaining files, greeting the public in a friendly and positive manner and directing them to the appropriate person or area in the shelter depending on the reason for their visit. More advance tasks will be given based on skills and knowledge of shelter operation.

☐ **Animal Care Assistant**

Time Commitment and Training: This is a hands-on, rewarding volunteer position that not only helps the animals of the shelter but also greatly helps the staff. You must initially attend the one hour volunteer introduction and then complete a minimum of 4 hours per week assisting with daily kennel duties.

Responsibilities: A volunteer in this position will become familiar with the operation of the Shelter by participating in a variety of activities such as feeding animals, cleaning kennels/floors, organizing, laundry, dishes, mopping entry floors, sweeping, assisting the Animal Attendants, and other duties as assigned.

☐ **Canine Companion**

Time Commitment and Training: It is recommended for this volunteer position that you first complete training as an Animal Care Assistant including the one-hour volunteer introduction. You must also attend a 1-1 1/2 hour training specifically related to obedience and commands used at the Shelter before you can begin working with the animals. While Canine Companions are not regularly scheduled, a person wishing to walk and socialize dogs must commit to at least 4 hours per week (which can be one shift or spread out over several shifts).

Responsibilities: A person in this position will be responsible for removing dogs from their kennels and spending quality time with them working on basic commands such as watch me, sit, down, stay and come according to the training you are provided. Time spent with each dog should include some exercise such as a walk, mixed in with some obedience training while on the walk. A person in this position should try to provide a calming, comfortable presence for the dogs that are available for adoption. Volunteers in this position will have an opportunity to provide comments on the dog's personality traits on a form provided for such purpose and are encouraged to share those traits with Shelter staff or the lead Adoption volunteers that work the front desk.

☐ **Lead Volunteer**

Time Commitment and Training: This volunteer position is awarded based on proven commitment to EAHS. A lead volunteer is one that has regularly spent time at EAHS either socializing or working with dogs. If you are currently a volunteer and are interested in becoming a lead volunteer you must submit a letter to EAHS requesting that appointment. The letter should outline your commitment history to the Shelter (how often you volunteer each week and for how many months you have been active) as well as your skills and abilities to be a lead volunteer and what you can offer to the volunteer program.

Responsibilities: Train new volunteers who wish to socialize or work with dogs. Assist with the one-hour volunteer introduction training with Shelter staff. Conduct volunteer trainings per protocol (which should take approximately 1-1 1/2 hours during a new volunteer's first training). Dog training will include the basic obedience training. Answer volunteer questions and be a resource for new volunteers. Questions or issues that are brought up that cannot be answered by

the lead volunteer shall be brought to Management for further consideration. The lead volunteer shall then share the outcome with the volunteer that posed the matter in the first place.

☐ Lead Volunteer- E-Newsletter

Time Commitment and Training: This volunteer position is not regularly scheduled nor is any time commitment required. The main requirements for this position are: (1) you obtain prior approval from Shelter management on any message other than adoption updates and schedules and (2) that if the shelter has a message to get out to the volunteers that will be funneled through the newsletter coordinator to be included in the next newsletter update. This volunteer position is awarded to a lead volunteer who has interest in compiling regular updates to provide electronically and via the volunteer board to Shelter volunteers.

Responsibilities: A volunteer in this position will be responsible for writing and distributing regular updates to the volunteers. The content of the updates is subject to review and approval by Shelter management and might include things such as an update on the animals that have been adopted, which animals need special attention or handling, what activities are pending, any news from the Shelter, any updates to regular volunteers schedules (for example vacations or other reasons to request other volunteers to fill in).

☐ Lead Adoption Volunteer/Customer Service Greeter

Time Commitment and Training: This volunteer position is required to commit to at least two but preferably three, regularly scheduled 4-hour afternoon shifts (2pm-6pm) per week (Mon –Sat), ideally with a minimum commitment of 6 months. If selected for this position you will be required to have knowledge of the front office operation and be trained in processing adoptions and accessing information through the Shelter data base. This position can only be filled by a volunteer that has been active at the Shelter for a minimum of 3 months.

Responsibilities: Greet the public in a friendly and positive manner, provide assistance and direction to the public based on their reason for visiting the shelter, evaluate and match prospective adopters with the right animal, show animals to potential adopters and evaluate the potential match as well as process adoption applications.

☐ Temperament Test/Behavior Evaluator-Dogs

Time Commitment and Training: This lead volunteer position is required to commit to at least one, but preferably two regularly scheduled morning shifts (10am-2pm; 2pm-6pm or as otherwise arranged with staff) per week (Mon-Sat), ideally with a minimum commitment of 6 months. If selected for this position you will be required to complete temperament evaluation training and observe four temperament evaluation tests with staff. This position can only be filled by a volunteer that has been a regular dog socializer for a minimum of 6 months.

Responsibilities: Assist Animal Attendants in evaluating the temperament of dogs that are eligible to be placed up for adoption, assist with determining which animals are ready to be temperament tested based on their available date, provide information to staff on the personality traits of the animals you have worked with, walk and/or train dogs the basic

obedience skills when temperament testing cannot be completed as scheduled. A person in this position must have an open mind when working with misunderstood breeds such as the pit bull or Akita, must be able to handle rambunctious dogs and should have semi-professional to professional experience in dog training and behavior.

☐ **Photographer**

Time Commitment and Training: This volunteer position is not regularly scheduled nor is any time commitment required. If you are skilled in taking photos of pets and can follow the general directions for obtaining the types of photos needed for posting on the internet, this position is for you!

Responsibilities: Take photos of animals in the shelter that are up for adoption, and with the assistance of shelter staff, photograph animals for posting on the web page and various media outlets. A person in this position must be able to transfer photos from the camera to a computer and email them to a designated person responsible for editing the photos for web posting.

☐ **Foster Parent**

Time Commitment and Training: This is a unique volunteer position in that the responsibilities are off-site, in your home. A foster period can range from one week to a month or more, depending on the need. Training takes place in a special foster parent orientation.

Responsibilities: Provide temporary care in your home for animals who are in need of medical or behavioral rehabilitation, or are too young to stay in a shelter environment. They would preferably be cared for in a separate area, away from your other animals if possible, however this is not required. Be available for trips to the shelter for supplies, testing, or vaccinations. Work with Shelter staff for all aspects of care, most importantly, all medical care. All costs will be covered by East Alabama Humane Society.

General Volunteer Procedures

Each day that you volunteer your time to work with the animals, we ask that you undertake the following:

- 1) Sign in/out at the front desk. This will enable us to keep track of who is working the animals on a given day.
- 2) Always wear your identification badge. This will identify you as a volunteer to staff as well as to members of the general public.
- 3) Inform the staff and/or fill out an information slip in the office if you notice that an animal has physical problems that appear to need treatment.
- 4) Inform the staff of any behavioral problems exhibited by the animals, such as biting/attempting to bite you or other animals, growling at people/animals, cowering, being "mouthy" or any other form of aggressive act or particularly dominant trait. It is important to identify an animal which may bite someone or which needs to go to a home that can accommodate their particular needs.
- 5) Clean up after yourself at the end of each visit and put away all supplies.
- 6) If a member of the public inquires about adoption procedures or background information on a particular animal you may inform them of any of the information for potential adopters including the following:
 - > Applications are accepted for at least 24 hours when they go up for adoption and that applications will no longer be accepted after three (3) **qualified** applications are received > The first applicant is not necessarily the one that will get the animal. The selection process is such that the animal will go to the most suitable home. If there are multiple suitable homes the names of those applicants are put in a hat and one name will be drawn.

> It may take longer to process applications if the applicant is from out of the county; as property ownership must be established.

> You may discuss the personality traits in animals with which you've worked (i.e., walks well on leash, enjoys being brushed).

> Inform adopters that if they own another dog(s) they will be required to do a 'meet and greet' with the dog > It is preferred that the dog meet all family members at the meet and greet as well as the other dogs.

Any other questions including those about the adoption process, fees, or specific questions on applications already submitted, please refer them to EAHS staff at the front desk.

7) All volunteers must leave EAHS by 5:45 PM to allow shelter staff adequate time to finish up their duties and prepare to close.

DOGS

Walking and grooming of the dogs is an important part of the adoption process as it allows dogs to get exercise, become accustomed to interactions with humans and look better for the adoption process. We depend on our volunteers to provide exercise and socialization to our animals for a number of reasons. This helps them decompress from the noise and agitation of the kennel and helps minimize the daily stress of being in a cage. It also provides that human contact that is so important in making our animals more adoptable.

The kennels on the left as you walk in the kennel area are called the 'Small Dog' kennels. The kennels on the right are called the 'Big Dog' kennels. Dogs that are found as strays are put in an available kennel (if available) and held for up to seven days in case their owner comes to claim them. Typically, strays are sent to animal control for their waiting period, so that we may pull a dog that would be euthanized (due to his/her hold period being up). EAHS is an adoption facility and not a stray hold facility. Anyone looking for their lost pet is directed to animal control.

After the waiting period, if an animal has not been claimed, the dog is available for adoption. The adoptable dogs in the kennels are the ones which need your help. Please only socialize with dogs available for adoption (dogs that are strays may be under quarantine and/or are not yet available for adoption and should not be removed by volunteers for any reason).

A volunteer or staff member will show you where the doggie treats, plastic bags, collars and leashes are for dog walking purposes. He/she will also walk you through the process of removing a dog from the pen, tracking the walks received.

Things to remember:

- 1) It is recommended that you wear clothing which covers your exposed skin, such as tennis shoes, jeans, and t-shirts. Many dogs are excited to leave their kennel, are not trained to stay down and may jump up in their enthusiasm. Bare skin can be scratched by dog nails and injuries may result.
- 2) It is recommended that you bring along a belt pack or back pack to hold doggie treats, plastic bags, your cell phone if you have one and a bottle of water if you choose.

- 3) We do not have a drinking fountain; it is recommended that you bring bottled water with you.
- 4) To prevent dogs from escaping their kennel, use your body as a block when opening kennel doors. If two dogs share the same kennel, separate them using the guillotine door. You may then remove one dog safely from the inside gate. Please open the guillotine door again afterwards so the dogs can go in/out. Do not remove dogs from the outside kennels unless specifically advised to do so by a kennel attendant. The guillotine door will be explained to you when you are given the tour of the kennels.
- 5) There should never be 2 dogs in the hallway at the same time. If you are coming out of a cage with a dog and someone else is walking into the hallway, step back into your kennel and wait until it is clear. When returning from a walk, always look through the window before stepping into the hallway with your dog. If someone is coming out with a dog, take your dog back outside the gated area and wait until the other person and dog pass. This is to prevent any dog aggression.
- 6) Always be sure the kennel door is securely latched after returning the dog to their kennel. Note: Dogs are fed at 4:00pm, each day, so all dogs must be Returned from their walk by this time.
- 7) Bring plenty of plastic bags to pick up dog waste during the walk. To pick up waste with these bags, insert your hand into the bag as you would a glove, pick up the waste using the outside of the bag, pull the bag inside out over your hand and tie the bag into a knot. Please dispose of these bags in dumpster outside and not inside the shelter. This will help keep down the spread of disease as well as maintain a pleasant environment for all walkers.
- 8) Mark your initials and time of walk on the daily sheet in the binder provided in the hallway. This will assist you and other volunteers in determining which dogs still need to be walked for the day. If you take the dog out for less than 20 minutes or if you play with him/her in the front area only, please write on the list "short walk" or "front yard" that way if someone else comes later and all dogs have been walked that person can get the dog out that only had a short walk.
- 9) Some dogs do not walk and play well with others. Please work with other volunteers to keep dogs separated during walks by moving to the opposite side of the road and holding the dog steady. If two volunteers walk dogs together make sure the dogs do not come in contact with each other so as to avoid any trouble between dogs.

- 10) If you want to bathe a dog, just ask to make sure it is ok. If you choose to groom the dogs after walking, please use the designated areas. Ensure that the dog being groomed continues to be secured with a leash. Please clean up and dispose of hair in a trash and wipe up any water on the floor.
- 11) While on a walk keep the dogs a respectable distance from people you pass, not everyone likes dogs. If people want to visit with the dog while you have him/her out, don't allow the dog to jump on them.
- 12) While on the walk never jerk or yank on the leash. This can really hurt a dog. Please also keep the dogs out of the tall weeds as foxtails can get tangled in their fur or imbedded in their pads-very painful.
- 13) You are welcome to bring treats for the dogs (though no raw hides or greenies are allowed for dogs with kennel mates). All treats and toys you find at the shelter have been donated. You are also welcome to bring in extra plastic (grocery type) bags for cleaning up after the dogs.
- 14) Keep staff apprised of behavioral problems which need work and if a dog shows any signs of aggression or health issues.
- 15) Do not walk dogs under these circumstances:
 - The outside temperature is too hot (the black top by the river gets really hot and can burn their feet).
 - It is a puppy which has not yet received at least three booster shots
 - If a dog is larger or stronger than you can physically handle – put this dog back and walk another.
- 16) Car rides are only allowed with prior approval by office staff.

DOG CHECKLIST

- ☐ I was shown the dog kennels and I understand that I can only walk and socialize dogs available for adoption.
- ☐ I understand I should wear clothing that covers exposed skin to prevent being scratched, no sandals or flip flops.
- ☐ I was shown how to remove a dog from the kennel, how to properly secure a collar or harness and how to properly latch the kennel when entering and leaving. I understand any open kennel door should be shut and latched.
- ☐ I was shown how to return a dog to the kennel.
- ☐ I was shown how to log my walk on the daily sheet.
- ☐ I was shown how to properly pick up animal waste and where to dispose of such waste and was shown where/how to groom dogs.
- ☐ I understand that all dogs must be returned to kennels by 4:00 PM for dinner.
- ☐ I agree to report any aggressive or unusual personality traits or behavioral problems to an animal shelter staff member or lead volunteer.
- ☐ I understand that some dogs do not play well with others and that I should be aware of this and walk on the other side of the road when warranted. I understand that I may only walk one dog at a time.
- ☐ I understand I may not walk puppies, may not walk dogs when it is too hot and may not walk a dog that is stronger than me.

Volunteer Signature: _____ Date: _____

Staff/Lead Volunteer: _____ Date: _____

General Practices and Standard Operating Procedures for East Alabama Humane Society-Volunteer Edition

EAHS IS A LIMITED SPACE REFUGE FOR UNWANTED DOGS

Owner surrenders are taken in by scheduled appointments to maximize the number of dogs pulled from animal control (and at risk for euthanasia).

Any stray needs to be brought to the county animal control for initial processing. This allows the owner an opportunity to claim their dog during the stray hold period. After this period, the dog is available for transfer to a rescue or for adoption at animal control.

MAINTAIN A CLEAN, COMFORTABLE, SAFE AND HEALTHY ENVIRONMENT FOR EACH ANIMAL

Please do not leave any animal in a soiled environment. Any bedding that is dirty needs to be immediately replaced.

Animals, deserve to live in a humane, disease-free environment. EAHS examines animals upon arrival and places them in appropriate housing areas of the facility. Animals can be separated by sex, age, and health status. They are housed in a way to minimize stress and disease transmission and are provided with proper food and water, human attention, protection from the elements, adequate ventilation and heat, and veterinary care if needed. Every dog is given a blanket at night.

MANAGEABLE CAPACITY

Every shelter has a maximum capacity for care, and the population in their care must not exceed that level. Factors that determine capacity for care include: the number of kennels available, staff availability, staff training, average length of stay, adoptions, transfers, or other outcomes. Many factors can alter the capacity for care. For example, loss of animal care staff or malfunctioning kennels can temporarily decrease the capacity for care in a shelter. Operating beyond an organization's capacity for care is an unacceptable practice.

The goal of EAHS is to ensure that at each critical point of service (vaccination, spay/neuter, etc) is delivered promptly. Delays resulting in even one to two additional

days of care may result in crowding and poor animal welfare in facilities that operate near maximum capacity.

This shelter has protocols in place to maintain adequate capacity for care and housing, balancing incomes with available outcomes (adoption, transfer, other rescue groups, etc). Inspection of all animals is performed daily in order to routinely evaluate and monitor adequacy of capacity and to identify needs for housing and care. Appropriate interventions must be made before animal numbers exceed the capacity for care and housing. Waiting to respond until capacity has been exceeded results in animal suffering.

(Taken in part from Guidelines for Standards of Care in Animal Shelters, 2010, The Association of Shelter Veterinarians).

Manageable Capacity Policy:

It is the policy of EAHS to provide a safe and healthy environment to all animals that come to us. To that end our mission is to maintain shelter population at our manageable capacity of 45 dogs (not including isolation or young puppies). This capacity reflects the balance between staffing resources and infrastructure to safely house and care for animals in our care. This capacity will be re-evaluated if additional staffing resources are made available on a temporary or permanent basis.

SURRENDER OF ANIMALS:

We have no way of knowing the circumstances surrounding an owner surrender. It may just be they don't want the animal any longer, but generally there is a story that we are unaware of (losing a home, lost a family member, lost a job and cannot afford the pet any longer, an illness that prevents them from keeping the pet, etc). Many of these are personal matters that we will never know. Our job is to accept the animals without prejudice and without judging the people for the surrender. All we can try to do is get as much accurate information about the animal so that we can do what is best with that animal once it is in our care.

PROCEDURE UPON INTAKE-VACCINATIONS:

Each animal is vaccinated for species appropriate vaccine(s) upon intake to EAHS. Dogs and puppies are given the bordetella vaccine and the injectable DA2PP (Vanguard+5) vaccine. Puppies and under 4 months of age receive vaccinations at 14 day intervals, dogs over 6 months of age receive 2 vaccines at 14 day intervals. If for any reason you are unable to vaccinate the animal upon arrival notify coworkers and post on the animal's paperwork, so we can try again later.

If a puppy is received at the Shelter that is old enough to adopt (8 weeks), it will receive its first round of vaccinations and will be placed up for adoption. An unvaccinated puppy will be on hold and not adoptable until the second round of vaccinations is administered which is 14 days after the first set of vaccinations. This will be done at the determination of the Shelter Supervisor and/or Manager. As a rule however, puppies will be moved up for adoption as quickly as possible.

All dogs are wormed and treated for fleas on an as needed basis.

SHELTER OPERATION PROCEDURES DURING DISEASE OUTBREAKS:

Standard operating procedures within EAHS must change based on the current health of the Shelter's animal population. Whenever a major outbreak effects the dog population, Shelter staff will take appropriate action to stop or minimize the spread of the disease. Such action may include animal isolation, treatment, and in severe cases, euthanasia. Shelter operating status shall be based upon the health of the Shelter population in a particular area.

Volunteers must respect the established operating status and should consider if they even want to volunteer during modified procedures. Volunteers must keep in mind that they can potentially transfer the disease to their own pets at home if they choose to socialize animals when a mild outbreak is occurring.

ANIMAL ILLNESS POLICIES AND PROCEDURES:

Shelter staff will take appropriate action when a disease outbreak occurs. This Shelter unlike some does not use euthanasia as a tool to control outbreaks. If an animal comes down with a disease, and that disease is *reasonably* treatable in that animal, the animal will be treated. If treatment will be ineffective, the animal will be euthanized (to avoid unnecessary suffering). During a severe outbreak, some animals may be treated while others will be euthanized. The decision to do one or the other is based upon the existing condition of the animal when the outbreak occurred including whether the animal had been previously vaccinated or not. Some diseases such as forms of distemper may almost always result in euthanasia.

TOYS/BRUSHES

These items will be sanitized at the end of each day. If a dog has a soft cloth toy in its cage, leave that toy in the kennel until the dog is adopted, at which point the toy may go with the dog to its new home.

STAFF AND VOLUNTEER INTERACTION WITH POTENTIAL ADOPTERS:

Our facility requires for staff members only to remove animals from their cage/kennels to show to potential adopters. Staff members may remain with the potential adopters and the animals until placed back into kennels if needed, or will return to take the animal back when the potential adopters are done. The safety of the general public and the animal is of the utmost importance. Any animal in the adoption areas that is showing any sign of potentially aggressive behavior will be removed from the adoption areas and re-evaluated before being placed back up for adoption.

Employees (and volunteers) shall interact with potential adopters at every possible opportunity. Our goal is to have quality, positive interaction with each potential adopter. These people are to be treated with respect and kindness just as we do for our volunteers. They are our clients; to have successful adoptions and a positive community reputation we need to make sure every potential adopter is treated in this manner. They will tell their story to others, good or bad, so we need to make every effort to make sure that story is a positive one.

SCREEN PROSPECTIVE ADOPTERS USING ADOPTION STANDARDS:

Our Shelter's adoption program seeks to find responsible, lifelong homes for animals suitable for family pets. We do not simply aim to find homes for as many animals as possible. We have set guidelines and standards for determining which animals are made available for adoption and which potential adopters are likely to care for the animals responsibly.

Equally important is how the Shelter applies its adoption standards. We will not apply standards so rigidly that we ignore an applicant's special circumstances. Furthermore, we shall conduct adoption screening fairly and compassionately so that we do not alienate prospective adopters.

ADOPTION POLICIES: (Also refer to East Alabama Humane Society Adoption Guidelines document)

Any stray adult dog held at EAHS will remain in the kennels for a minimum of seven days. If unclaimed, and if the animal is not aggressive to Shelter staff during those seven days, the dog will be temperament tested. The result of the temperament test will be the basis for whether that animal is moved up for adoption or not. If the dog is aggressive and unable to be temperament tested, and is not one that can be offered to a rescue group, the dog will be sent to animal control.

Bully breeds: If the dog is aggressive and fails the first level of the temperament test it will not be placed and after further evaluation from the Shelter Supervisor and Manager, it will be sent to animal control for further evaluation. If they pass the first level of testing, the ultimate decision to move the animal up for adoption will be that of the Shelter supervisor and/or Manager, which will be based on all information available. Any surrendered adult Bully breed will be evaluated for its potential to be adopted based on information from the owner as to why the animal is being surrendered and the general nature of the animal. If the animal is not aggressive, it will be temperament tested. The results of the temperament test will be needed to qualify the dog as *an ambassador for the breed* and will serve as the basis for whether it is moved up for adoption or not.

Puppies whether stray or surrendered will be evaluated for their potential to be good adoptable animals based on a number of factors including: health, age, any background information available (if surrendered), general nature to Shelter staff during the first six days (if a stray) and the results of the temperament test.

“No fence-No dog” is the rule with exceptions. Any potential dog adopter must provide evidence of a fenced yard. The exception to this rule is if the potential adopter lives in an apartment or mobile home park that allows dogs, or leads a very active lifestyle. The Shelter will consider adopting dogs to people in these living arrangements if it is shown that the dog will get out for regular exercise.

All dogs are tested for heartworm before being moved up for adoption. If a dog tests positive for heartworm it will be treated. The treatment time for heartworm is lengthy.

It is the goal of the Shelter that all animals receive a wellness check by the Animal Attendants before being moved up for adoption. This includes dogs being given a bath being brushed, checked for fleas (treated as needed), ears and eyes checked and nails clipped. Some dogs require substantial grooming due to mats and may be sent out to a groomer.

SPAY OR NEUTER POLICY.

All dogs are required to be spayed or neutered. Dogs over four months are spayed and neutered prior to adoption. Any dog unable to be altered is sent home with a voucher for one of our local veterinary clinics, and a date due by. Verification of spay/neuter completion prior to the animal becoming 6 months of age, is required by law.

PROMOTE ADOPTION-SHOWCASE ADOPTABLE DOGS BEHIND THE COUNTER:

To promote our adoptable animals it is the policy of EAHS that those dogs that can behave and act in an appropriate indoor manner be showcased behind the front counter as often as possible. Shelter staff shall advise visitors of the animal being showcased. This will allow some of the dogs a much needed break from the agitation and high noise level of the kennels and make them a more adoptable dog (indoor skills). Front office staff should make every effort to socialize with these animals as they have time.

VOLUNTEERS:

We are dependent on our volunteers to exercise and socialize our animals. Without their help we would not be able to meet state laws regarding animal exercise, but more importantly our animals would miss out on valuable human interaction and socialization skills. **Our volunteers are to be treated with respect and kindness at all times.** If there is an issue with a volunteer that needs immediate attention, a EAHS Supervisor or Manager shall be notified. If however the matter is not urgent, Shelter staff shall notify the appointed volunteer coordinator for appropriate action.

SOCIALIZING ANIMALS IN DOG ISOLATION AREA OR PUPPY BOXES:

Only lead volunteers can socialize animals in the isolation area or puppy room. Only those specific animals identified by Shelter staff for socialization shall be handled by lead volunteers. Animal Shelter staff shall identify the animals that may be handled by communicating directly with the lead volunteers. Volunteers shall take this opportunity to spend quality time with each of these animals to help them decompress from the noise and agitation of the kennel environment which in turn will help ease stress and make them more adoptable animals. This type of socialization and human contact is very important to puppies and isolated animals.

These animals may not be taken out for walks but lead volunteers may work on behavior and training (no biting, sit, down, etc) and may brush or groom the animals in their kennel.

The floor should be sanitized if a puppy urinates or defecates. The Shelter staff person or volunteer shall clean up the urine or feces and then spray the area with sanitizer (from a spray bottle) and let it sit for 10 minutes. After 10 minutes, use the mop and then dry the floor. Towels should be placed for puppies to urinate on. Any soiled towels shall be removed, placed in the hamper by the kennel door, and replaced with a clean towel.

INJURY/FIRST AID KITS/REPORTING:

First Aid Kits are in the kennel area (by kennel 18). Any need for first aid must be reported to Shelter staff no matter how minor you consider the injury. All volunteers are required to

report injuries sustained while volunteering, no exceptions. Failure to report injuries may result in a volunteer being removed from service. The Shelter has a huge responsibility when it comes to placing animals in appropriate homes. If a particular animal has a personality trait or habit that resulted in a bite or scratch (even if it was unintentional) that must be made known to Shelter staff so they can update the animals profile and, for example, not adopt that particular animal to a family with children or a family with other animals, etc.

ADOPTION GUIDELINES:

Our goal is to have our adoptable animals placed in happy homes as soon as possible once they are available to be adopted out. We must strive to minimize the amount of time they are kept in the kennels and cages by making them available for adoption as soon as possible. Healthy dogs, waiting for their next vaccination are available to be pre-adopted. In an effort to increase volunteer retention, we require that *all volunteers have a minimum tenure of 90 days prior* to adopting out an animal.

People may express an interest in a particular animal on a stray hold, rather than disregard that interest we need to fully inform the person(s) that the animal is not yet available for adoption but if they wish to put in an application for the animal with the full understanding that it may not ever be put up for adoption (because it is redeemed by its owner, becomes sick and/or dies, fails a temperament test or dies during the spay/neuter procedure (which is uncommon but possible)), they may do so. This application shall be filled out, and kept just like any other application. If another customer expresses similar interest, follow the same procedures.

WE WILL NOT ENCOURAGE PEOPLE TO LOOK AT STRAYS. WE WILL FOLLOW OUR USUAL PROTOCOL OF SENDING PEOPLE TO LOOK AT ADOPTABLE DOG. THIS PROCESS IS ONLY FOR WHEN SOMEONE APPROACHES US ABOUT A PARTICULAR STRAY ANIMAL.

For animals already available for adoption, when a customer indicates they wish to put in an application, ask them what animal they are interested in. Call the animal attendant most familiar with the animal to talk to the customer and make sure the animal and customer are a good fit. If so shelter staff shall give it to the person to fill out. The animal attendant (or office assistant if an animal attendant is unavailable) shall review the application and make sure there is no obvious reason why they cannot apply for that particular animal. If the application looks acceptable, mark that animal's paperwork as APPLICATION PENDING. Staff shall thoroughly review the application to ensure all questions are answered.

If another person or family wishes to fill out an application on an animal that already has an application pending, advise them of such and that if they wish to fill out an application in case something falls through with the pending application, they may do so. Shelter staff shall write date and time with #2 circled in the upper right-hand corner. WE WILL ONLY TAKE THREE (3) APPROVED APPLICATIONS ON ANY ANIMAL, AND THE SECOND AND THIRD MUST BE ADVISED THAT IT IS UNLIKELY THEY WILL GET THE ANIMAL DUE TO THE FACT THAT THERE IS ALREADY A PENDING ADOPTION. Any other customer inquiring about an animal with 3 approved applications shall be advised we are no longer taking applications on that animal.

We require a meet and greet for adopters with other resident dogs. This needs to be done at the shelter with staff present.



712 13th Street Suite E
Phenix City, AL 36867
Phone: 334-298-6446

VOLUNTEER LIABILITY AGREEMENT

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone number: _____ Cell or alternative number: _____

Please bring a valid ID with you, along with this completed form.

**Please plan ahead and dress appropriately (Pants, rubber sole, non-skid/ close toed shoes).
It is also recommended that you wear clothing that can get dirty or bleached.**

Do you have any allergies or conditions that might affect your volunteer work? Yes _____ No _____

If yes, please describe: _____

_____ I agree to work a minimum of three months/six hours per month; unless I am removed or terminated from the program.

_____ I understand that EAHS relies on me to be present for all my scheduled shifts. If I am unable to fulfill my regularly scheduled shift, I will provide advance notice to the appropriate personnel.

_____ I understand that neither EAHS nor PETSMART is responsible for any illness or injury caused by any animals that I come in contact with during my volunteer work. I agree to hold harmless and release from liability EAHS and PETSMART should I become sick or injured from any animals as a result of my volunteer work.

Signature: _____ Date: _____

If under 18, please complete the following information:

Parent/Guardian Name: _____

Cell Phone number: _____

Parent/Guardian Signature: _____ Date: _____