

Welcome Message

Dear Volunteer:

On behalf of Saving Paws Animal Rescue, we want to welcome you to Saving Paws Animal Rescue Volunteer Program. We are pleased that you desire to give your time and efforts to assist us with our customers and in caring for the animals in our facility. Thank you for giving your time as a volunteer to help change the life of an animal in need. Saving Paws Animal Rescue is an all-volunteer, non-profit organization. We recognize the value of your time, and the importance for you to be happy and fulfilled in the volunteer work that you perform.

The task of helping animals is not always an easy one, but it can be a very rewarding experience. You may be motivated to seek volunteer opportunities with us for a variety of reasons: your love of animals, desire to serve your community, desire to develop your personal skills or other reasons. Whatever prompted you to consider giving your time to the Saving Paws Animal Rescue and the animals we serve, will hopefully develop into a long term relationship with us as we partner to make a difference within our own and surrounding communities.

It is Saving Paws hope that through our Volunteer Program we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, ownership and safety, and promote the need for responsible pet ownership.

While there will be some details to work through, such as completing a volunteer application, attending an orientation session and accepting some hands on training before you get started performing tasks for us, we are excited that you have an interest in working with us and look forward to meeting you, getting to know you and working together with you. Remember we are here to help you as you begin your volunteer work. Please don't hesitate to ask for assistance, as you learn and grow with us.

Welcome,

Saving Paws Animal Rescue Board of Directors

INTRODUCTION

Welcome to the Saving Paws Animal Rescue Volunteer Program. We are excited and pleased to have you join our team. This handbook is an information tool to help you learn about us and also to serve as a guide as you begin your volunteer work with us. Feel free to ask questions. We believe all questions are important, so please don't hesitate to ask.

The goal of this handbook is to allow you to feel comfortable with our organization. We depend on you – *your success is our success*. Once you start, we truly believe that you will enjoy your volunteer work as well as meeting your fellow volunteers with whom you share similar interests. We also believe you will find Saving Paws Animal Rescue to be a fulfilling place to volunteer. We ask that you read this Handbook carefully, and refer to it whenever questions arise. As always, if you enjoy your experience with us, please refer others to our volunteer program. Through growth, we can make even greater successes in animal welfare and education.

MISSION STATEMENT

Saving Paws Animal Rescue is a nonprofit organization dedicated to rescuing homeless, abandoned and special needs animals and finding new adoptive homes or providing lifelong sanctuary for them; we also seek to decrease the number of unwanted animals and the amount of animal cruelty in our community through outreach and education.

We are unique in that our philosophy is that ALL pets are worth saving, even if they have behavioral or health problems. This is why we have an area for adoptable cats and are a sanctuary for cats with behavioral, litterbox or health problems.

HISTORY

Saving Paws Animal Rescue is an all-volunteer 501(c)(3) non-profit organization dedicated to saving the lives of homeless, abused and neglected animals.

We formed Saving Paws Animal Rescue in September 2006, because of the great need to help our community, and the surrounding communities and states. Millions of animals are euthanized every year. By reaching out we believe we can make a difference and give these animals a chance to find happiness with their new people. We hope to help create compassionate communities, where there are no more stray, abandoned, or neglected animals and where euthanizing adoptable animals is no longer used as a means of population control.

PURPOSE

Saving Paws Animal Rescue makes our community a better place for people and animals by:

- Bringing adoptable pets into our program for medical and social rehabilitation and re-homing.
- Providing an adoption program to place animals in a caring and responsible home.
- Reducing animal overpopulation.
- Serving as an advocate for animals, promoting humane standards and preventing cruelty.
- Providing resources to pet owners to encourage their responsibility and commitment to their pets and prevent them from contributing to the homeless pet population (i.e. spay/neuter awareness, micro-chipping and positive pet behavior modification programs).

The purpose of the Saving Paws Animal Rescue Volunteer Program is to promote animal awareness within the community and to educate the public about responsible pet care, ownership and safety for and around animals. The program helps teach quality care for the animals by allowing interaction between the volunteers and animals. Our goal is to lower euthanasia rates within the US. We want to continue to be a valuable resource to our community. We believe that one person can make the difference in the life of an animal in need, so as an organization, we have more strength to help more animals.

HOURS OF OPERATION

Although there are volunteers in the rescue to care for the animals every day, we are a volunteer-run rescue and therefore closed to the general public.

We are open for visitors, adoptions and tours by appointment only.

Rescue Volunteer Hours:

7 days a week 7:00 AM - 8:30 PM

All volunteer hours should be pre-scheduled using [Galaxy Digital](#)

CONTACT INFORMATION

Saving Paws Animal Rescue Mailing Address: PO Box 362 Appleton, WI 54912

Saving Paws Animal Rescue location: N3141 N Meade St, Appleton, WI 54913

Saving Paws Animal Rescue phone number: (920) 830-2392

Saving Paws Animal Rescue web site: www.savingpaws.com

General E-mail: info@savingpawswi.com

Volunteer E-mail: volunteers@savingpawswi.com

Finance E-mail: finance@savingpawswi.com

VOLUNTEER INFORMATION

DEFINITION OF VOLUNTEER

A volunteer is an individual 18 years of age or older, who without compensation or expectation of compensation, performs a task at the direction of or on behalf of Saving Paws Animal Rescue. A volunteer must be officially accepted by Saving Paws prior to performing any volunteer duties.

Communications to all volunteers is done via email or our private FB page.

DEFINITION OF JUNIOR VOLUNTEER

A junior volunteer is an individual at least 16 years of age, but under the age of 18. Not eligible for building codes before 35 hours of service or has a regular schedule of once a week.

DEFINITION OF YOUTH VOLUNTEER

A youth volunteer is an individual at least 11 years of age, but under the age of 16, accompanied by an adult volunteer who is their parent or legal guardian. Not eligible for building codes.

DEFINITION OF MENTOR

Seasoned volunteers who continue to exemplify their service to the organization will be selected as Mentors for new volunteers. Mentors will be assigned new volunteers to aid them through training and meeting other organization members.

HOW TO BECOME A VOLUNTEER

Persons interested in volunteering for the Saving Paws Animal Rescues can obtain an application from our website, www.savingpaws.com

- After the application has been received by Saving Paws, the applicant will be required to attend a volunteer orientation session. The purpose of the session is to give applicants an overview of Saving Paws Animal Rescue, the services we provide and what volunteer opportunities are available.
- All volunteers shall be required to read, sign and submit the appropriate waivers of liability and release forms before starting service at Saving Paws.
- Once these steps are completed, the Volunteer Coordinator will work with a mentor volunteer to schedule work times. The volunteer will be scheduled to attend hands on training sessions. The purpose for the training is to teach the volunteer the specific job duties and to ensure the volunteer is prepared to serve in the assigned capacity. Individuals selected to provide the training will determine how much training an individual will need and when the volunteer is ready to work unsupervised by a trainer.

VOLUNTEER DUTIES

Saving Paws Animal Rescue volunteers will help provide assistance with daily operations and with special events. Duties may include:

- Feeding, walking, socializing, bathing and grooming the animals.
- Assisting with updating the photos to be used on Saving Paws web site, showing the adoptable animals.
- Assisting citizens with information on animals ready for adoption.
- Cleaning the animal's cages and/or kennels or cat room.
- Cleaning up poop in the outside kennels.
- Clean and organize food storage area.
- Creating newsletter or other administrative duties.
- Folding Clean Laundry
- Window cleaning
- Sweep / clean cat room, kitchen and lobby floors
- Assisting with fundraising and any other special events.
- Working at and assisting with off-site adoption events. Assisting with updating the photos to be used on Saving Paws web site, showing the adoptable animals.

JUNIOR VOLUNTEER DUTIES

Saving Paws Animal Rescue junior volunteers will help provide assistance with daily operations and with special events.

Junior volunteers are at 16 years of age and up to 18 years of age. The following guidelines will apply to junior volunteers:

- Feeding and providing water for the animals in the front area.
- Socialize and play with puppies and kittens.
- Cleaning up poop in the outside kennels
- Assisting with updating the photos to be used on Saving Paws web site, showing the adoptable animals.
- Assisting citizens with information on animals ready for adoption.
- Assisting with newsletter and other administrative duties.
- Clean and organize food storage area.
- Folding clean Laundry
- Window cleaning
- Sweep / clean cat room, kitchen and lobby floors.
- Assisting with fundraising and any other special events.
- Working at and assisting with off-site adoption events.

Junior Volunteers work under the supervision of a Mentor Volunteer. Not eligible for building access codes.

YOUTH VOLUNTEER DUTIES

Saving Paws Animal Rescue youth volunteers will help provide assistance with daily operations and with special events.

Youth volunteers are those who are at least 11 years of age and up to 16 years of age. No unaccompanied children (under age 16) in any of our rooms without a parent or adult volunteer

The following guidelines will apply to youth volunteers:

- Kitty/puppy socialization.
- Cleaning up poop in the outside kennels
- Folding clean Laundry
- Window cleaning
- Sweep / clean cat room, work room and back hallway floors.
- Assisting with the fundraising and any other special event.

A youth volunteer is an individual at least eleven (11) years of age, but under the age of sixteen (16), must be accompanied by an adult volunteer who is their parent or legal guardian.

All Volunteers must schedule their shifts through Galaxy Digital (Cause Connect app). A link may be found on our website.

VOLUNTEER OPPORTUNITIES

The following volunteer opportunities exist at Saving Paws Animal Rescue: For event-specific opportunities

Leadership roles

Dog TEAM -

- Screen potential applicants
- Schedule veterinary appointments for foster pets
- Arrange for the disbursement of monthly flea and heartworm meds to foster homes as needed
- Track supplies inventory and usage
- Check vet references
- Schedule in-home interviews
- Arrange for adoption
- Answer all dog inquiries
- Communicate with volunteers/fosters.

CatTEAM -

- Handle all email/phone calls inquiries on cats
- Cat Surrenders
 - Answer inquiries
 - Maintain Wait List
 - Accept surrenders
 - Coordinate vet appointments
 - Deworming/flea treatments
 - Spays/Neuters
 - FIV/Feluk checks
 - Vaccines
 - Transport cats to vet
- Coordinate Med Team Duties
- Cat Adoptions
 - Coordinate meets and greets
 - Approve cat applications
 - Background Search
 - Check Vet references
 - Landlord/lease policies
 - Check References
 - Coordinate meets and greets and adoptions
- Schedule veterinary appointments for in house and foster pets
- Track supplies inventory and usage
- Answer all cat inquiries
- Communicate with Volunteers.

Foster TEAM –

- Evaluate Foster Parent Applications
- Conduct pre-foster in-home interviews
- Maintain Foster care agreements / paperwork
- Arrange for initial pet drop off with foster parents
- Assist in relocating pets as needed
- Promptly field foster parent phone calls and emails and address any applicable issues
- Communicate with Volunteers

Volunteer TEAM –

- Process volunteer applications
- Conduct volunteer orientations
- Maintain liability waiver and emergency contact for each volunteer
- Announce opportunities to volunteers
- Maintain volunteer contact information in Galaxy Digital
- Provide recommendations to the board for volunteer recognitions
- Create and email volunteer opportunities to volunteers
- Answer all volunteer inquiries
- Communicate with Volunteers
- Volunteer Newsletter

Public Relations/Marketing TEAM

- Identify media outlets to send press releases
- Pen press releases
- Identify events in which Saving Paws Animal Rescue may participate and relate such information promptly to the dog and cat coordinators.
- Make presentations to the public concerning humane education, pet owner responsibility, pet/animal safety, and the mission of Saving Paws Animal Rescue
- Make appointments with area schools, organizations, or agencies that desire a presentation. This includes but is not limited to making any necessary appointments for a replacement to prevent cancellations and coordinating the date, time and place for all such visits.
- Ensure materials for presentations are accurate, presentation is professional in all aspects, and handouts are available for the appropriate audience for each visit
- Communicate with Volunteers

Adoption Event TEAM

- Schedule outside adoption events.
- Identify at which location the adoption events will be held.
- Determine how many volunteers will be needed to work the event.
- Communicate with volunteers attending with details of event as scheduled on the [EVENT calendar in Galaxy Digital](#)
- Find out what animals are available to attend from Dog and Cat Coordinators
- Transport supplies from rescue to location and return them to rescue after event.
- Complete necessary paperwork.

Fundraising Event TEAM

- Assist in developing and implementing the overall campaign plan
- Communicate with volunteers attending with details of event and schedule the event in the EVENT calendar in Galaxy Digital
- Coordinate marketing materials and strategic resources to help promote event
- Identify and pursue fundraising opportunities such as in kind donations, online campaigns, restaurant fundraisers (Hu Hot), special events (Holiday Miracle), community events (Human Race), corporate donations, etc.
- Complete necessary paperwork

Facilities/Maintenance TEAM

- Identify repairs and maintenance needs
- Make supply lists of materials when needed to be given to Treasurer for posting for donations or purchase
- Complete repair and maintenance projects with facility helpers or work groups
- Building projects: research of area building codes, materials needed and permits needed. Fill out forms and give to Treasurer to apply for permits.
- Deliveries of litter, towels, etc organized/stocking of shelves and bins in big building.
- Basement organized/stocking of shelves and bins.
- Monitor Lawn and Grounds: Facility helpers scheduled for Snow removal, lawn mowing, weed whacking, etc and jobs are completed

General Volunteering:

Animal Attendant

- Provides assistance with feeding, watering, cleaning and maintaining the kennels and cages for the comfort of all animals housed at Saving Paws

Foster Parents

- Provide care to Saving Paws Animal Rescue animals in their homes
- Adhere to foster care policies as outlined in Foster Care Manual

Administrative Support

- Duties include office and filing paperwork or entering information into spreadsheets and/or databases
- Provides assistance with adoptable animal photo production
- Write thank you notes
- Distribute flyers of pets for adoption and special events
- Distribute Post for Paws and promotional materials at vet offices, grooming salons, and approved pet vendors (bi-monthly)

Post-adoption surveyor

- Contact persons who adopted from Saving Paws Animal Rescue via telephone to confirm spay / neuter, assess status of animal, and to survey regarding customer service of Saving Paws Animal Rescue

Vet Runners

- Take Saving Paws Animal Rescue pets to scheduled veterinary visits

Grooming/Med TEAM

- Bathes, brushes, trims and maintains the overall appearance of the animals
- Grooming may include the use of scissors, clippers, brushes, combs, shampoo, flea and tick dip and other electrical or mechanical devices
- Administers oral medications to sick animals.

Transport volunteers

- Transport animals to and from Globe
- Vet runners-transfer animals to and from vet
- Transport dogs from specific locations in WI to Saving Paws. These transports most often are coordinated through other rescues as a way to get animals out of kill shelters and/or puppy mills to another rescue for adoption and/or medical treatment. Rescue transport volunteers need to have a working vehicle, their own insurance, and be willing to transport animals when needed within a reasonable time period.

Event volunteers

- Assist events coordinator in pre-planning efforts such as distribution of flyers or other advertisements, recruitment of event participants, or collection of needed materials.
- Assist with the following tasks during the event, as assigned to the volunteer by the event coordinator: paperwork, record keeping, directions, instructions to public or participants, cleanup or setup of event location, sell items, distribute brochures, and/or help with event booths
- Follow all instructions of the Event Coordinator and be friendly to all public attendants

Photographer

- Attend Events/photograph adoptable pets.
- Provide disc of unedited images to Saving Paws
- Provide event recap for posting on Rally to Rescue
- Must be experienced with candid shots and working with animals
- Must use a digital camera.
- Should be experienced with cropping photos as well as composition when taking photos and should be familiar with uploading requirements for web display

Facility Helper

Routine Basis

- Recycling is broken down and put into bins. Bins walked out to road every other week.
- Pails or boxes of clean litter are filled in closet and all rooms of the rescue.

Summertime - Yardwork

- Lawn mowed, weed wacking, gardening, etc.

Wintertime - Shovel and clear snow

- Snowplowing
- Shoveling
 - All entrances
 - Garage doors
 - Dumpsters and recycling bins
 - Salting of driveway

Virtual Opportunities:

Lost and Found Pets Monitor

- Check the lost & found listings on the website weekly
- Call/email people who have posted pets for updates
- Advise the individuals who have inquired regarding lost and found pets of other alternatives, such as notifying animal control, the humane society, posting flyers at vet offices, groomers and pet supplies, talking to neighbors, or walking the pet around the neighborhood to see if anyone recognizes the pet (for found pets)
- Remove listings that are no longer needed

Facebook Monitor

- Update our facebook page
- Add photos, put our press releases under the blog, and keep the calendar updated
 - ❖ Remove spam comments and add friends

Website Administrator

- Write summaries of animal-related news stories and provide a link to the full story as well as write summaries of our press releases and events and provide links back to our website
- Must be able to use good grammar and keep things simple

Volunteer Scheduling / database Monitor

- Keep opportunities available for volunteers to sign-up.
- Track new volunteers and if they have their Orientation done and training complete.
- Track and provide access codes to volunteers.
- Keep volunteers STATUS current (New, Active, Student, Dropped, Resigned).
- Email volunteers to invite them to sign up for available opportunities.

- Assist volunteers who are having difficulty accessing software.
- Approve Student service hours.

GUIDELINES FOR VOLUNTEERS

Public information

Any information produced for the purpose of distribution to the general public must be reviewed and approved by the Co-Directors prior to being distributed.

CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOG/ CAT REGISTRATION INFORMATION. Information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information of an owner of a vaccinated animal is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control services or animal registration services for the governmental entity for purposes related to the protection of public health and safety. Therefore, volunteers who may help with paperwork, filing or data entry tasks, must be careful with this information and use it for its intended purposes only.

Confidentiality

All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve board members, other volunteers, clients, sponsors and/or the overall business of Saving Paws Animal Rescue.

The safety of our volunteers is important to us. To that end, Saving Paws Animal Rescue will not release a volunteer's phone number, age or other personal information to anyone outside of our organization without that volunteer's written permission to do so.

Training and Supervision

Volunteer training will vary according to the volunteer's duties. All volunteers must attend an orientation with the volunteer coordinator. After the orientation, the Volunteer Coordinator will make an evaluation to determine how best to utilize a volunteer's time and skills. Microchip clinic, adoption day and event volunteers will be trained the day of the event through the pairing of a volunteer mentor as well as a short demonstration given prior to the time that the event is open to the public.

Volunteers are encouraged to explore multiple areas of Saving Paws Animal Rescue's volunteer opportunities as their time and experience will allow.

Volunteer Scheduling and Recording of Service Hours

All volunteers will be asked to work a scheduled time according to how many volunteers are active.

The scheduling will be coordinated in our software <https://savingpawswi.galaxydigital.com/> and by the Volunteer Coordinator. If the volunteer is unable to come on the days scheduled, it will be their responsibility to find a replacement and contact the team lead. If the volunteer misses more than two (2) consecutive times without notifying the Coordinator or removing themselves from the software, their slot will be filled with another volunteer if there is a waiting list.

A volunteer service record log will be kept in each building and every volunteer will be responsible to record the date worked, time in and out, and the work completed. Please only mark the areas that you actually cleaned and checked on the food/water for the animals. Do not mark a box if you just looked in the room or socialized with the cats (those items can be written down in the comments)

Required Community Service Hours

Volunteers needing certification of required community service hours must present all forms to the Volunteer Coordinator prior to start of volunteering. Signed forms will only be returned at the completion of all required service hours and will be subject to the approval of Saving Paws Animal Rescue.

We do not accept volunteers who have been convicted of assault; battery; domestic abuse; theft; burglary; or any sexual related crime.

Community Service Hours have to be completed under the supervision of a Mentor Volunteer and are only available if there is volunteer availability. Not eligible for building access codes.

Volunteer Expectations Commitment

Volunteers are expected to be committed to Saving Paws Animal Rescue's mission and philosophies and while attending events to conduct themselves appropriately. If you have questions regarding our programs or activities, please ask before participating. Volunteers are not required to attend every activity or event, but if you agree to participate in an activity or event, you are expected to adhere to that commitment. If you should decide to not volunteer with us any longer, we would appreciate it if you would please send the Volunteer Coordinator an e-mail to let us know that you will no longer be volunteering with us. We ask that you notify the Volunteer Coordinator so that other arrangements may be made in a timely manner.

Volunteers are not permitted to accept animals into the care of Saving Paws Animal Rescue. All intake animals need approval by the Cat Coordinator or Dog Coordinator.

Safety Procedures

In an attempt to minimize accidents and injuries, the need exists for recognizing and following good safety principles. To accomplish this, Saving Paws Animal Rescue will provide all reasonable safeguards to ensure safe working conditions. No job is so important and no task is so urgent that we cannot take time to perform the task or work safely. The cooperation of the volunteer and Saving Paws staff in the observance of this policy will hopefully provide safe working conditions and accident free performance.

1. Each volunteer shall be required to attend volunteer training before working without supervision. Training consists of verbal and hands-on instructions given by a designated Saving Paws volunteer. The length of the training is dependent on the task to be performed and the speed at which the volunteer learns.
2. A parent or guardian will be required to accompany every youth volunteer (under the age of 16), during any given time of service. This will help to ensure the youth has direct supervision and assistance at all times.
3. Each Volunteer is responsible for immediately reporting the presence of any hazard or unsafe condition to a Team Coordinator or Board Member.
4. Saving Paws Animal Rescue will provide safety equipment for all aspects of the job. Before any equipment is used by the volunteer they will be fully trained in its use. No volunteer will be asked to use equipment for which they have not received training.
5. This document cannot anticipate all areas of potential injury or threat to safety and therefore it is expected that the volunteer will use good judgment and common sense when involved in Saving Paws Animal Rescue activities.

6. Any accidents or injuries, no matter how slight, must be reported immediately to the Team Coordinator and complete a written statement.
7. Any guests that you wish to bring to the rescue need prior approval from the team leader and require a signed waiver. No children (under the age of 18) are allowed to interact with the dogs onsite.
8. To maintain safety for our volunteers and animals, the codes to the buildings are not to be shared with anyone, not family, friends, or people you meet at the rescue who say they don't have the code. If anyone asks you for a building code, please direct them to a team leader, Board member, or the volunteer team.

Handling of animals / Treatment of Animals

Animals are to be treated kindly, gently, and professionally, at all times.

Dogs: All dogs, when removed from a cage, will have a leash attached to their collar or around their neck.

Be sure the leash is firmly attached to the dog's collar or neck before leading it out of the kennel. Maintain the leash on your wrist and/or hand at all times to prevent the dog from running free.

Animals that are on hold and not ready for adoption should not be handled by a volunteer, only Saving Paws Animal Rescue COORDINATORS. Volunteers should limit entering areas containing animals that are not up for adoption.

Cats: It is recommended that you wear safety gloves when handling cats. All cats should be picked up with caution by grasping the back of the neck and the hind legs supporting the body when removing it from the cage. Cats available for adoption may be removed from the cage and placed on the floor provided the door to the small animal room is closed.

Injured Animals: Volunteers should not handle injured animals. If a volunteer notices an injured animal, they should immediately notify a Saving Paws Animal Rescue coordinator/vet tech.

Restricted areas: The public is not allowed inside any controlled access area (isolation / quarantine area, or work room).

SAVING PAWS ANIMAL RESCUE MAINTENANCE

Sanitation/Disease Control: Proper and timely application of chemical disinfectants is essential for sanitation and disease control and should be done on a daily basis. Great care should be used when handling these chemicals. Gloves and goggles should be worn at all times while using these chemicals. Any volunteer wishing to utilize the cleaning chemicals must first receive specific training.

Animal Feed: All animal food is to be placed in the proper containers immediately upon receipt. The bags/boxes should be removed and placed in the dumpster as soon as possible. The food containers are to be kept sealed tight at all times to avoid spoilage and contamination.

Deceased Animals: Volunteers should not handle deceased animals. Upon observing a deceased animal, the volunteer should notify a Saving Paws Animal Rescue staff member immediately.

SAVING PAWS ANIMAL RESCUE CLEANING PROCEDURES

1. Public is not allowed to be on their own in the Rescue. (Need volunteer to be with them).

2. No unaccompanied children (under age 16) in any of our rooms without a parent or adult volunteer.
3. No children under age 16 allowed in "Intake" or "Quarantine" rooms.
4. DO NOT move cats out of "Intake" or "Quarantine" room to other rooms WITHOUT permission from Vet Tech.

Main Kennel Area:

1. Pick up all toys, food and water bowls and discard any food left in bowls. Never reuse food left in bowls. Place any dirty bowls in work area to be washed.
2. Remove the animal from the kennel-either put outside or in the kennel directly across. Scoop up any fecal matter. Using water hose, spray down the kennel forcing any remaining fecal material into the trench drain. Be sure that all fecal material is flushed down the run into the trench drain.
3. Apply cleaner/ disinfectant to top, sides, and floors of each run and walkway, and then let stand for ten (10) minutes. Avoid getting cleaning products on any animal. Using a scrub brush, scrub walls and floors as needed to remove dirt or any other materials. Rinse with water and squeegee. Once entire row is cleaned repeat process for walkway.
4. If an animal is removed from a cage, the water bowl and food bowl should be picked up and washed with disinfectant.
5. All runs should be washed down and disinfected before a new animal goes in the cage.
6. All dirty blankets and toys will be placed in the washer / dryer area.

Sanctuary:

1. Scoop litter boxes inside & on porch. If very dirty, switch out with new, if soiled a little, wipe off with wet paper towel.
2. Remove all dirty blankets/linens & take to laundry bin located outside main house.
3. Wash all plastic beds on counters. Wash counters, walls behind counter & all plastic chairs, cabinets, shelving units, etc.
4. Wash down all walls.
5. Put clean blankets on beds & chairs.
6. Take dirty food & water dishes into house to wash them.
7. Sweep & mop floor.
8. Fill clean food & water bowls. Sprinkle Lysine on food.
9. Check laundry room for clean linens. Put them in plastic linen cabinet in Sanctuary.
10. Make sure plastic food & litter containers are full

Cat Cages:

1. Remove cat from cage. Empty out and thoroughly clean all dirty litter pans. Remove dirty blankets from cage.
2. Sweep out any cat litter or food that is along the edges of the cage.
3. Spray inside of cage with disinfectant and let stand ten (10) minutes. Avoid getting cleaning products on any animal. Wipe cage out with paper towels.
4. Pull cage unit away from wall, clean windows and window sills, sweep and/or wash down floor and walls.
5. Fill food and water bowls with fresh food and water and place in clean cage.

Treatment Room:

1. All food and water bowls should be washed in hot soapy water with a bleach solution. Once they have been washed they will be dried and stacked on the appropriate shelves.

2. All cat litter pans will be washed in the utility area and when dried returned to their proper place.
3. When the cleaning is done, all trash cans should be emptied and their contents take to the dumpster.
4. The floor area of the workroom will be washed down with water, bleach solution, and disinfectant on a daily basis or as needed.

Off-Site Adoption Event Procedures

Volunteers desiring to assist with and work **only** at off-site adoption events will attend a volunteer orientation session at the event, as well as training sessions at actual off-site adoption events. The off-site training will be conducted by volunteer mentors. Individuals selected to provide the training will determine how much training an individual will need and when the volunteer is ready to work at an event unsupervised by a trainer.

Volunteers working at off-site events, will be expected to know how to answer questions commonly asked regarding the animals being shown at the event, other animals that up for adoption at Saving Paws and general questions surrounding the adoption process, fee's and the customer's responsibilities. Because many of the customers served at off-site events may not visit our facility, these customers experience and opinion of Saving Paws Animal Rescue will come solely from the interaction they will have with off-site event volunteers Therefore, these volunteers will be considered ambassadors for Saving Paws Animal Rescue and must possess skills to conduct themselves in a professional and courteous manner with all customers. The main objectives for these volunteers to accomplish will be to showcase the animals currently available for adoption, to answer the customer's questions and to promote a positive image of Saving Paws.

Volunteer Attire

Volunteers must dress appropriately throughout participation. Our insurance requires that you be easily identified by the public as a volunteer. Event volunteers must wear a Saving Paws Animal Rescue shirt and/or name badge identifying them as a volunteer. Shirts are available periodically for pre-order or through our website as inventory is available. Attire requirements will be posted with each event's information.

Personal Appearance and Hygiene

Volunteers are expected to maintain their appearance and grooming while at the Saving Paws Animal Rescue or at any Saving Paws Animal Rescue sponsored event. Volunteers will be dressed and groomed in a manner that is clean, neat, and professional and that will not be a health or safety hazard or insulting to others.

Volunteer identification (provided by Saving Paws) will be worn at all times, while on at Saving Paws Animal Rescue or any Saving Paws Animal Rescue function. Proper dress is a necessity for public contact as it reflects on the person and Saving Paws. Clothing, which, in the opinion of the Saving Paws Animal Rescue staff, would be deemed inappropriate, offensive or a safety hazard will not be allowed. The volunteer's appearance should be neat and clean. Each volunteer is required to attend to his or her personal grooming so as to present a good public image.

Conduct

As a volunteer, you are a representative of Saving Paws Animal Rescue. When involved in our events or when wearing your volunteer attire, you are expected to present a good image of the organization at all times. This includes language. Please be respectful of our attendants as well as your fellow volunteers. If you disagree with someone, another volunteer, potential adopter, sponsor or event attendee, please refer the matter to the event coordinator. It is unacceptable to act unprofessionally at any time while at a Saving Paws sponsored event or function.

Fundraising for Saving Paws Animal Rescue

You may encourage donations for Saving Paws Animal Rescue at any time. Donation jars may be made available to you as requested. Any direct or indirect solicitation of commercial businesses must be done through prior Board approval. You may feel free to present your lead at any time, but all correspondence needs to be handled through the board to keep our books in order and eliminate any miscommunication.

Media Procedures

So efforts are not duplicated and information is accurate, it is essential that for any dealings with the media must be brought to the attention of the Co-Directors or the executive board. Media includes anything printed, broadcast, or televised about Saving Paws Animal Rescue. We welcome any contacts or story ideas you may have and ask that you direct them to the Co-Directors.

Harassment

Saving Paws Animal Rescue maintains a policy forbidding harassment of volunteers whether by any Saving Paws volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event or creates a hostile environment for the volunteer.

Saving Paws Animal Rescue requests that any volunteer who may experience such harassment to promptly notify the Volunteer Coordinator, the Co-Directors in order that an investigation can take place and appropriate action taken.

Drugs and Alcohol

Drugs and alcohol are not to be used by volunteers during activities and events. (Exceptions for alcohol consumption are given for our annual Holiday Festival event for those persons legally of age.)

Theft

Theft of any Saving Paws Animal Rescue materials is cause for immediate dismissal from the volunteer program. Depending on the severity of the theft, legal action may also occur.

Health

All volunteers should be in general good health. Any physical limitation should be noted on the application for volunteer service so appropriate work may be selected. If it is discovered at the assigned event that you are unable to fully perform an assigned task, please consult with the Volunteer Coordinator promptly so that you can be assigned an alternative task.

Medical Coverage

Saving Paws Animal Rescue currently holds only liability for its board members and attendees at our events. Therefore, all volunteers are required to sign a hold-harmless waiver for the protection of the organization and are required to have their own health insurance coverage before participating.

Communications (business documents, email, forum, blogs):

Communications with volunteers is through email, facebook ([Volunteers of Saving Paws Animal Rescue Closed Group](#)) and phone/text messages.

Business Documents

Any documents produced or received by a volunteer during the course of his or her participation are the proprietary property of Saving Paws Animal Rescue and therefore, are not to be copied or

transmitted to any other parties by any method, including but not limited to, E-mail transmission or physical removal, without the prior written consent of the Co-Directors.

e-Mail

The e-mail and Internet access provided by Saving Paws Animal Rescue to volunteers are solely for business purposes and therefore, Saving Paws Animal Rescue reserves the right to access and review any and all volunteers' e-mail messages and Internet activity that stem from the sources provided by Saving Paws Animal Rescue. Thus, there should be no expectation of privacy in regards to any email or internet activity that is derived from sources provided by Saving Paws Animal Rescue. In addition, Saving Paws Animal Rescue in its discretion may disclose the contents of e-mail messages and Internet activity when it determines that there is an appropriate reason to do so. All e-mail messages and records of Internet activity are also subject to backup or other form of electronic storage or reproduction. No one may solicit, promote or advertise any organization, product or service through the use of Saving Paws Animal Rescue e-mail accounts. Volunteers are not permitted to send e-mail that contains ethnic slurs, racial epithets, or anything that may be construed to harass or disparage others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs. Saving Paws Animal Rescue reserves the right to determine when a volunteer is sending excessive or improper e-mail. The e-mail is Saving Paws Animal Rescue's asset and is subject to review or monitoring at any time without notice. If at any point you receive any e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with Saving Paws Animal Rescue, please forward the email and other details about the communication to the Volunteer Coordinator immediately.

Suggestions

As you go about your volunteer activities, you may notice ways to improve the quality or efficiency of your volunteer service. We ask that you share these ideas with the Volunteer Coordinator through daily conversation or through a note via email. After considering your suggestion, the Volunteer Coordinator will let you know whether or not your suggestion will be implemented and, if so, what action will be taken. Be on the lookout for improvements. Your ideas can make a difference in the level of our success and the quality of our volunteer program.

Recruitment of other volunteers

Tell your friends about our program and entice them to volunteer their services.

Administrative Actions

Conflict Resolution

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best do something about them. We stress that no member of the executive board is too busy to answer questions or discuss your concerns. Although we believe that good communication among all volunteers will help prevent most concerns from arising, if you have a question or concern, here is what you should do:

1. Tell your Volunteer Coordinator your concern. You and the Volunteer Coordinator are encouraged to talk things over and resolve difficulties amongst yourselves whenever you can. A frank talk is usually the easiest and most effective way to deal with the problem.
2. If you do not find a solution to your concern or it is a subject that you prefer not to discuss with your volunteer coordinator, stop by and make an appointment with one of the Co-Directors. The Co-Directors will help you and your Volunteer Coordinator to gather the facts objectively and settle the matter. You should write down your issue and present your position to the Co-Directors. The Co-Directors will review all the facts, make a decision, and

inform you of their decision in writing within thirty days, unless a complete investigation requires more extensive review.

Corrective Action Process

Saving Paws Animal Rescue reserves the right to terminate a volunteer's connection with the organization at any time. However, the Volunteer Coordinator may provide verbal counseling and/or a written warning prior to termination, but is not required to do so.

Verbal Counseling

When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. Informal discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction. The Volunteer Coordinator should make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

Written Warning

If an informal discussion with the volunteer does not result in corrective action, the Volunteer Coordinator will prepare a written warning. This formal memorandum will highlight the prior counseling session and the subsequent infraction(s) leading to this warning. This written warning should be addressed to the volunteer with copies to the executive board and should include all of the information required by the disciplinary process.

Termination

If the volunteer's performance continues to deteriorate or corrective action is not adhered to, the Volunteer Coordinator should, after consultation with the Co-Directors, prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include:

- Failure to adhere to volunteer manual guidelines
- For conduct on duty which would be detrimental to the organization and/or the animals, including any breach of confidence
- Conduct off duty which would adversely affect the organization
- Reporting to an event under the influence of drugs or alcohol
- Theft of property or funds
- No call/No show for two events
- Any abuse or mistreatment of animals
- Releasing of confidential information
- Gross misconduct or insubordination

The decision for termination shall be made after securing the facts from all concerned parties. This decision may be referred to the executive board if the volunteer feels there is a grievance.

SAFETY, DISEASE, & PREVENTION

Disease & Prevention

Zoonotic diseases are diseases that humans contract from animals. The most effective means of preventing zoonosis is to:

- Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or drinking.
- Wear gloves when handling the animals, or cleaning (especially when cleaning up waste and litter).

- Immediately disinfect scratches and bite wounds.

Let your physician know that you work closely with rescue dogs.

Some of the illnesses that humans can catch from dogs include Ringworm, External Parasites (lice, mites, fleas), Giardiasis (Beaver Fever), Leptospirosis (Weil's Disease), Lyme Disease, Nematode (worm) Infections, Rabies, and Salmonellosis (Salmonella). You should not let this list alarm you, but rather remind you that you are volunteering in a hospital-like environment where these organisms often exist.

Just as you can catch illnesses from dogs, you can also unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter animals) is to:

- Wear the provided smocks when handling puppies or dogs whose kennel card reads "wear protective clothing".
- Make sure that your own animals have all of their vaccinations up-to date.
- Let your veterinarian know that you work with shelter dogs.
- Change your rescue clothes before socializing with your animals at home, and vice versa.
- Check the soles of your shoes before leaving the rescue to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your "rescue shoes" and take them off before entering your home.

Signs of Illness

Maintaining the health of our animals and helping prevent the spread of disease is everyone's job. If a rescue animal shows any signs of illness, read the kennel card to see if the symptom has already been noted and is being treated. If it has not, or if you notice that previously observed symptoms have gotten worse, immediately notify the shelter Director or Administrator.

Watch for symptoms such as:

- Diarrhea
- Vomiting
- Eye discharge
- Nasal discharge
- Sneezing / coughing
- Anorexia (loss of appetite)
- Lethargy (lack of energy)
- Dehydration
- Abnormal gait or muscle control
- Excessive salivation
- Aggressive or unusual behavior

Saving Paws Animal Rescue - flow chart

