



# Capital Area Humane Society

## **VOLUNTEER ORIENTATION HANDBOOK**

7095 West Grand River Avenue  
Lansing, MI 48906  
(517) 626-6060  
[www.cahs-lansing.org](http://www.cahs-lansing.org)

Updated 2004 October





## MISSION STATEMENT

*To promote the humane treatment of companion animals through protection, placement, education and example.*

To achieve these goals we:

- Operate a shelter and provide adoption programs
- Promote the spaying and neutering of all companion animals
- Educate adults and children about animal welfare issues
  - Advocate animal welfare



### How do I become a CAHS volunteer?

1. Fill out a volunteer application and be current on your tetanus vaccination.
2. Junior volunteers, please ask a community member for a letter of recommendation.
3. Attend an orientation held on the third Saturday of each month (except December) from 9:00 a.m. to 11:00 a.m.— see schedule.
4. Call the coordinator of the program you wish to join, and arrange training. You will find a phone list in this manual on page 9.
5. Attend training with your coordinator's class. Animal handling programs require a one-hour TLC training. Please refer to page 8 for the schedule.
6. Log hours worked on the daily volunteer sign-in sheet. Please write your name clearly.



## OPPORTUNITIES FOR CAHS VOLUNTEERS

- CAHS is an animal shelter with 32 adult dog runs, 28 adult cat cages, and space for 60 puppies and 100 kittens. All animals are housed in state-of-the-art, clean, well-lit facilities. Top of the line food is fed to each animal. The environment provides a positive atmosphere for volunteers.
- Tender Loving Care (TLC) is important for all sentient beings. At CAHS we encourage social interaction from all groups of our volunteer program.
- You can make a difference in the life of the shelter animals by offering a kind gesture and a little time to the homeless, abandoned pets.
- Training and support are offered in all facets of the volunteer program. Many skills you learn as a volunteer can be used in your personal career path.
- Leadership and training opportunities are provided to help make the most of your time.
- You will work in a positive atmosphere with a professional staff of caring employees.
- Flexible scheduling is available to accommodate your busy schedule while you help homeless animals.
- Our education program provides a forum for you to reach out to your neighbors and co-workers with information about CAHS, animal care, welfare and safety.
- \*Family volunteers (8 years of age to 13 years of age WITH a parent) are invited into the shelter to work as a family unit. (See Note)
- Junior volunteers (13 years of age to 18 years of age) are invited into the shelter in a safe environment to learn about animals and what it is to volunteer at a non-profit organization.
- You can help save a life.

\*NOTE: Our Family Volunteer program is designed specifically for families who want an experience of volunteering together. Please choose this option only if you are sincere about working together. When parents are **unable** to be present at the shelter to work with their children, we offer our C.H.A.T. Club options.



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**VOLUNTEER OPPORTUNITIES AVAILABLE**

**Adult Applicants *must:***

- Be at least 18 years of age
- Complete an application, orientation and training as needed
- Be able to volunteer at least one time each month
- Be current on tetanus vaccination

**Junior Applicants *must:***

- Be at least 13 years of age with approval of parent(s) or guardian
- Complete an application, submit a letter of recommendation, orientation and training as needed
- Be able to volunteer at least one time each month
- Be current on tetanus vaccination

**Family Applicants *must:***

- Include an adult parent or guardian and children ages 8 to 12
- Work together while at the shelter, performing TLC (See note)
- Complete an application, orientation and training as needed
- Be able to volunteer at least one time each month
- Be current on tetanus vaccination

\*NOTE: Our Family Volunteer program is designed specifically for families who want an experience of volunteering together. Please choose this option only if you are sincere about working together. When parents are unable to be present at the shelter to work with their children, we offer our C.H.A.T. Club options.

**CHAT Club Applicants *must:***

- Be at least 8 years of age
- Have parent participation at an orientation held ½ hour prior to meeting time
- Complete an application and acquire a letter of recommendation
- Attend an orientation on the third Saturday of the new term (call for details)
- Children attend club meetings, on the first and third Wednesday of each month from 4:30 p.m. to 6:30 p.m.
- Registration fee for three month club participation is \$15.00. Tee-shirts are required at an additional fee of \$10.00. (Tee-shirts may be worn from one term to another)
- Be current on tetanus vaccination



Dear Volunteer:

Welcome to the world of volunteering at CAHS! Giving your time is one of the greatest gifts you can offer. The entire shelter staff welcomes you and will assist you in any way they can, just ask. If at any time you have questions or need to talk, just let me know. It is my personal desire to make sure that the time you spend with us is rewarding and that you feel satisfied with how you are spending your time.

- Parking in the west lot is encouraged.
- You may use the west entrance (one door south or to the right of the glass sliding door on the west side of the building.)
- You may use the lunchroom/lounge to hang your coat, store items in the refrigerator (be sure to mark your items), use the microwave oven, soda machine. Make yourself at home.
- Signing in when you are on duty at the shelter is imperative. Please remember to log in and out, indicating your area and time worked.
- If you are working as a family unit in our Family Program you MUST remain together. Children under the age of 13 are NOT allowed to volunteer alone.
- Keep in mind our request regarding euthanasia questions. Please direct any concerns or inquiries to myself or Greta Hardin (Adoption Coordinator.) Again, this alleviates our paid staff from having to explain what might already be a difficult situation.
- If you find you would like to be included in special events, in addition to your primary focus, just let us know.
- After logging 50 hours each year, you will be invited to our Golden Paw Recognition Dinner, held during National Volunteer Appreciation week, in April of each year.

Kind regards,

Judy Brown  
Vice President of Volunteers  
and Customer Service



**Capital Area  
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7095 W. Grand River Ave., Lansing, MI 48906 (517) 626-6060

**VOLUNTEER ORIENTATION AND TRAINING SCHEDULE**

**2005**

<b>MONTH</b>	<b>ORIENTATION</b>	<b>TLC 1 TRAINING</b>	
January 2005	1-15 (9 A.M.– 11A.M.)	1-17 (6 P.M. – 7 P.M.)	1-22 (10 A.M. – 11 A.M.)
February 2005	2-19 (9 A.M.– 11A.M.)	2-21 (6 P.M. – 7 P.M.)	2-26 (10 A.M. – 11 A.M.)
March 2005	3-19 (9 A.M.– 11A.M.)	3-21 (6 P.M. – 7 P.M.)	3/26 (10 A.M. – 11 A.M.)
April 2005	4-16 (9 A.M.– 11A.M.)	4-18 (6 P.M. – 7 P.M.)	4-23 (10 A.M. – 11 A.M.)
May 2005	5-21 (9 A.M.– 11A.M.)	5-23 (6 P.M. – 7 P.M.)	5-28 (10 A.M. – 11 A.M.)
June 2005	6-18 (9 A.M.– 11A.M.)	6-20 (6 P.M. – 7 P.M.)	6-25 (10 A.M. – 11 A.M.)
July 2005	7-16 (9 A.M.– 11A.M.)	7-18 (6 P.M. – 7 P.M.)	7-23 (10 A.M. – 11 A.M.)
August 2005	8-20 (9 A.M.– 11A.M.)	8-22 (6 P.M. – 7 P.M.)	8-27 (10 A.M. – 11 A.M.)
September 2005	9-17 (9 A.M.– 11A.M.)	9-19 (6 P.M. – 7 P.M.)	9-24 (10 A.M. – 11 A.M.)
October 2005	10-15 (9 A.M.– 11A.M.)	10-17 (6 P.M. – 7 P.M.)	10-22 (10 A.M. – 11 A.M.)
November 2005	11-19 (9 A.M.– 11A.M.)	11-21 (6 P.M. – 7 P.M.)	11-26 (10 A.M. – 11 A.M.)
December 2005	None		

Please call to reserve a place in the orientation of your choice: Judy Brown, Vice President of Volunteers (517) 626-6821 Ext 11

**Adult**

**Over 18 years of age**

**Junior**

**13 years – 18 years of age**

**Family**

**8 years – 13 years with parent/guardian participation**

**CHAT Club**

**8 years – 12 years of age with parents/guardian approval**

*All potential volunteers must complete an application, be current on tetanus vaccination, attend an orientation, and schedule training for choice of work.*

**All orientation and TLC training sessions are held at the  
Capital Area Humane Society, 7095 West Grand River Avenue, Lansing, MI 48906**



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**CAPITAL AREA HUMANE SOCIETY - STAFF LIST**

**(517) 626-6821**

Stephen Heaven, President and CEO (sheaven@cahs-lansing.org) Ext. 17  
Judy Brown, Vice President of Volunteers & Customer Service (jbrown@cahs-lansing.org) Ext. 11  
Gretchen Couraud, Vice President of Development (gcouraud@cahs-lansing.org) Ext. 27  
Gen Allen, Vice President of Administrative Services (gallen@cahs-lansing.org) Ext. 15  
Carey Moreland, Events Coordinator (cmoreland@cahs-lansing.org) Ext. 22  
Janet Smith, Behavior Program Manager (jsmith@cahs-lansing.org) Ext. 24  
Greta Hardin, Adoption Counselor Coordinator (ghardin@cahs-lansing.org) Ext. 10  
Jamie Fuller, Animal Care Coordinator (jfuller@cahs-lansing.org) Ext. 21

**VOLUNTEER COORDINATORS**

Alice Smith, **Volunteer Liaison**

(517) 627-8501

Phyllis Shance, **Adoption Counselors**

shance@cvm.msu.edu

Julie Fech, **Adult Tender Loving Care Level 1, 2, and 3**

669-5163 jfech@dioceseoflansing.org

Ann Barclay, **Office Volunteer Coordinator**

626-6821, extension 40

Jan Knez, **Canisters**

(517) 668-3771 janknez@comcast.net

Ron Parks, **Shelter Hosts**

371-2688

Alice Smith and Kay Erb, **Kennel Hosts**

627-8501 and 626-2288 erbkm@aol.com

Christine Hanaburgh, **Dog Training Volunteers**

(517) 374-9860

Kerri Bard and Julie Knapp, **Foster Animals**

(517) 626-6821, extension 23

Julia Palmer, **CHAT Club**

(517) 626-6821, Ext. 25

Julia Palmer and Gigi Grigas-Somers, **Pet Therapy**

(517) 626-6821, Ext. 25

Judy McLean, **Gift Wrap Committee Chair**

327-0357- mcjudy3@aol.com



## **HISTORY OF THE CAPITAL AREA HUMANE SOCIETY (CAHS)**

The Capital Area Humane Society (CAHS) was established in 1936 by Mrs. Warren H. Hosmer in her house, garage and secretly in the basement of the school in which she taught. Then it was called the Ingham County Humane Society. When the shelter outgrew the space being used, animals were housed at the Potter Park Zoo for one year while a building was constructed at 1713 Sunset Avenue in Lansing.

Until the 1960's, CAHS also served as Ingham County Animal Control. In 1987, the name was changed to CAHS to better reflect the service area of Eaton, Clinton and Ingham counties. Also in 1987, sixty-five acres of land were purchased in Watertown Township on which to build the new home of CAHS. Our new 12,400 square foot building was completed in March 1993. In May of 1998, CAHS expanded the current facility to include an education room, library, medical treatment facility and storage area increasing space from 12,400 square feet to 16,000 square feet. We are very proud of our shelter. It is a cheerful and sunny place for the animals to be while they are waiting for a new home. Visitors and volunteers enjoy the bright, clean facility while they visit with the animals.

## **PHILOSOPHY**

The mission of the Capital Area Humane Society is to promote the humane treatment of companion animals through protection, placement, education and example. We believe by increasing the number of responsible pet owners, decreasing the number of abused and unwanted animals and ensuring respect for and the humane treatment of all animals who have no other voice than ours is paramount to achieving our goals.

We are a community-supported partnership of people who are committed to ensuring responsible care for, and respectful treatment of companion animals in the Greater Lansing Area. We are not an animal rights organization. We are only involved with issues that are directly related to our mission statement. For example, we do not take a stand for or against such issues as hunting, trapping, furs or exotic pets and we do not sell any animals for laboratory research.



## **PET OVERPOPULATION**

As animal lovers, we all share a common goal for the pets in our neighborhoods. We want them to all have a warm place to sleep, good food and fresh water, a loving family, plenty of exercise and regular veterinary care. Unfortunately, there are just too many animals and not enough caretakers. For every human born, seven dogs and cats are born. The odds are overwhelming and we see the effects here at the shelter every day in the numbers of animals that are brought in and do not find new homes. The animals brought to the shelter range from happy, healthy animals to those who have been mistreated and/or malnourished beyond the medical care we are able to provide.

One of the primary policies of CAHS is that all animals leaving the shelter must be spayed or neutered. Our Adoption Package is a positive step toward achieving this goal. The package includes a dog or cat adoption, vaccinations, de-worming, test for Heartworm or Feline Leukemia and basic spay or neuter surgery. We encourage new owners to call their veterinarian for follow-up care and wellness care. The package helps ensure that all animals adopted from CAHS are spayed or neutered and that a relationship with a veterinarian is initiated for the new family member.



## Capital Area Humane Society

DATE	FACTS ABOUT THE CAPITAL AREA HUMANE SOCIETY
1935	Mr. and Mrs. Warren H. Hosmer and Mr. and Mrs. H. M. Cooper care for the community's homeless animals in their homes and secretly in the basement of the school where she taught.
1936	The Ingham County Humane Society (ICHS) is founded by Mrs. Hosmer.
1937	ICHS builds the animal shelter at 1713 Sunset in Lansing; Potter Park Zoo houses animals for one year during construction.
1953	Fire at the shelter kills 57 animals; strong community support restores shelter.
1959	Mrs. Hosmer dies; Mrs. Shelby Race succeeds as ICHS president.
1971	The Ingham County government establishes an Animal Control agency to handle stray animals and enforce animal cruelty laws; ICHS focuses on owner-surrendered animals.
1984	ICHS cares for 2,755 animals.
1987	Organization changes its name to Capital Area Humane Society (CAHS) to better reflect the service area of Ingham, Eaton and Clinton counties.
1987	Land is purchased in Watertown Township as the site for a future CAHS animal shelter.
1988	CAHS cares for 3,425 animals.
1989	CAHS appoints Judy Seaman as the first executive director of the organization.
1991	CAHS cares for 4,877 animals.
1993	Current state-of-the-art animal shelter is built through community support with 12,400 square feet and a 250 animal capacity.
1993	CAHS cares for 7,135 animals.
1994	Adoption/Health Care Package is implemented with participating veterinarians to increase spayed and neutered pets in the community, help reduce pet overpopulation and establish veterinary care for all pets adopted from the shelter.
1995	CAHS implements Adoption Counselor program to educate adopters and help them make appropriate adoption decisions that result in lifelong pet placements. Stephen Heaven succeeds Judy Seaman as CAHS executive director. CAHS cares for 8,233 animals.
1996	CAHS appoints its first director of Humane Education, who expands and refines the CAHS Education Program. Canine Head Start begins DTV program.
1997	CAHS launches a new Animal Protection Program to combat animal abuse and cruelty through prevention and education, or when necessary, seizure and prosecution.
1998	CAHS expands current facility to include education room, library, medical treatment facility and storage area, increasing space from 12,400 square feet to 16,000 square feet.
1999	CAHS begins spay and neuter program, hiring a full time veterinarian. All animals are sterilized prior to going to their new homes. CAHS cares for 8,082 animals.
2000	CAHS spays/neuters 2,027 animals.
2001	CAHS begins low-cost/free spay neuter surgeries for the community. CAHS begins Behavior programs.
2002	CAHS develops plans for five-year goal to eliminate the euthanasia of adoptable pets.
2003	CAHS begins public Dog Obedience Classes. CAHS spays/neuters 3619 animals.
2004	CAHS focuses on cat overpopulation and continues initiative to reduce the euthanasia of adoptable pets.



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## EUTHANASIA - WHY IT IS NECESSARY

Euthanasia is probably the most difficult subject to understand at the shelter. Most people would rather not even think about it when considering working at the shelter. Yet it is a very real part of working at a shelter, and therefore, something we want to face up front. Although spaying and neutering has lowered the numbers of animals coming into the shelter, it hasn't changed the fact that there are still countless numbers of dogs and cats breeding indiscriminately in our community, and there are just not enough homes for all of the unwanted animals. As a result, too many animals are left to starve to death, or die after being hit by a car, poisoned, or attacked by a predator.

Animals brought into the shelter are cared for in the most humane manner possible, with food, shelter and most importantly, many people to give them the care and attention they need. In many cases, the time spent at the shelter is the best time of their lives. To help you further understand the concept of euthanasia, we have compiled some common questions and answers about euthanasia.

### ***What does the term "Euthanasia" mean?***

The word euthanasia comes from the Greek word meaning "a good death".

### ***Why do you have to euthanize animals?***

Every year in the United States, animal shelters euthanize 13 to 15 million animals. The main problem is animal overpopulation as there are simply too many animals and not enough homes available. This is the reason that CAHS strongly urges animal owners to have their pets spayed or neutered. We **require** any animal adopted from us to be sterilized before it can go to the new home. As of January 1, 1998, it became a Michigan State Law that all animals adopted from a shelter such as ours, be spayed or neutered. Of course, there are other reasons for euthanasia, such as: a sick, very old, severely injured or aggressive animal, to name a few.

### ***What are some common reasons for surrendering animals to CAHS?***

"He won't mind."	"I don't have time for her."
"I can't housebreak him."	"He doesn't get along with other dogs."
"I'm moving."	"The kids won't take care of him."
"My landlord said no pets."	"She has fleas."
"I have too many."	"I can't afford to take care of him."
"My wife is allergic to her."	"We got a divorce."
"He tears up the house."	"He barks all of the time."
"I just got new carpet."	"She gets hair all over the furniture."



## EUTHANASIA - WHY IT IS NECESSARY (continued)

### *Who decides which animals are to be euthanized?*

The final decision to euthanize is made by Supervisors or our Manager on Duty. The age, health, temperament and available shelter space are all major considerations. At no time will you as a volunteer *ever* be involved in any of the euthanasia process.

### *How are animals euthanized?*

Euthanasia is done by injection. There are usually two euthanasia technicians involved. One holds and comforts the animal while the other administers a tranquilizer. The pain to the animal is minimal and he feels a slight pin prick and then falls into a deep sleep. The lethal injection is then administered and death occurs in seconds.

### *Doesn't it bother the staff to have to euthanize so many animals?*

Anyone who works in an animal shelter is a special kind of person. They are the type of person who loves animals, and are, in fact, usually owners of several pets of their own. This, of course, makes it all the more difficult to euthanize any animal, but especially healthy, pet quality animals. Shelter workers at CAHS (and all over the country) are torn by the conflicting emotions of knowing they are doing the only thing possible to correct pet overpopulation problems which they did nothing to create, and at the same time suffering from the pain and even some guilt about it. Added to this is the extra pain caused by friends, relatives, and even total strangers who seem to look down on them as some kind of heartless monster who must somehow enjoy it or else why would they do it. Sometimes this attitude is subtle and sometimes it is blatant. These attitudes add to the difficulty of coping with the emotional side of euthanasia.

As a volunteer it is important to consider these facts when dealing with shelter personnel. Please do not add to the difficulty by telling the staff, "Make sure you don't put **this** one down! He's so cute!" or asking, "Why didn't Fifi make it?" Careless (though well intentioned) comments such as these could cause added pain to a staff member (especially one who is carrying out someone else's orders!)

### *What if I can't deal with all of the animals that need to be euthanized?*

At the Capital Area Humane Society, we make every effort to keep volunteers from being aware of the euthanasia process. It is never done in the public areas of the shelter and you, as a volunteer, will not be exposed to anything involving euthanasia. **If, at any time, you feel uncomfortable or have any questions, please feel free to ask for a consultation with the Vice President of Volunteers, Animal Care Coordinator or the Adoption Counselor Coordinator.**

