



# VOLUNTEER HANDBOOK

## Mission

- 🐾 The Monadnock Humane Society models, supports and promotes the benefits to society of the exchange of love and care with animals.
- 🐾 We are dedicated to promoting ethical public policy and to collaborating with the community in visioning and problem solving on important humane issues.
- 🐾 Our mission is to instill through example an ethic of respect, compassion and empathy for all creatures, and to inspire, empower and lead the community to be successful and responsible for creating a more Humane Society for All.

## Introduction

The Monadnock Humane Society (MHS) is a non-profit corporation designated as a 501 (c) (3) tax-exempt organization by the United States Internal Revenue Service. The Society maintains a shelter and large animal facility on Route 10 in West Swanzey, New Hampshire. The Monadnock Humane Society empowers the community to be successful and responsible for creating a humane society. MHS regards volunteers and staff as the organization's most valuable asset. Furthermore, MHS believes that clear understanding of the working agreement between the organization and volunteers is the basis for a harmonious and productive environment. This document has been developed to explain, in as specific a manner as possible, what MHS offers to and asks of MHS volunteers.

Policies are not immutable; conditions and attitudes do change. Suggestions are always welcome. It is furthermore an underlying assumption of this manual that special and unique situations may be resolved through the cooperative efforts of all concerned.

MHS reserves the right to add to, delete from, or modify any of these policies either on an individual or company-wide basis. Such additions, deletions, or modifications will be effective when approved by MHS. **THIS MANUAL IS NOT INTENDED TO AND DOES NOT CREATE CONTRACTUAL OBLIGATIONS FOR MHS.**

Consistent with its obligations under state and federal law, it is the policy of MHS to recruit, train, transfer and promote qualified individuals based upon qualifications and volunteer requirements without regard to race, color, religion, sex, national origin, age, disability or marital status.

## Sexual Harassment:

A. MHS will not tolerate the sexual harassment of any employee, client, customer, volunteer, vendor or any other person dealing with the organization. Conduct will be considered sexual harassment if:

1. Submission to or rejection of a request of sexual favor is used as the basis for employment decision affecting the person who did the submitting or rejecting; or
2. Submission to a request for sexual favors is made either explicitly or implicitly a condition of the individual's initial or continued volunteerism; or
3. Unwelcome sexual advances and other verbal or physical conduct of a sexual nature interferes with an individual's performance or creates an intimidating, hostile or offensive work environment.
4. All complaints of sexual harassment should be referred immediately to the Volunteer Coordinator. The matter will be promptly investigated. Confidentiality will be maintained to the extent possible consistent with the need to conduct a prompt and thorough investigation of a complaint. Retaliating or discriminating against an employee or volunteer for complaining about sexual harassment is prohibited.
5. Any instance of sexual harassment as described herein, any act of retaliation, or any failure to cooperate in the investigation or resolution of a sexual harassment complaint may result in disciplinary action or termination.

## Drug and Alcohol Policy

MHS has a significant interest in promoting a safe and productive atmosphere for all volunteers and employees. This means the influence of illegal drugs on MHS premises or while conducting MHS business is inconsistent with this policy and is prohibited. Consumption of alcoholic beverages while on MHS premises is likewise prohibited unless authorized by management at a corporate function. However, under no circumstance will intoxication be tolerated while on MHS premises or conducting MHS business. Behavior contrary to this policy may result in disciplinary action, including immediate dismissal.

## Scheduling

Schedules shall be determined in a timely manner by the volunteer coordinator or their designee and the volunteer prior to volunteer service. Volunteer hours shall be during normal business hours, Tuesday through Saturday 12:00-6:00 p.m., unless otherwise determined by the volunteer coordinator. MHS observes the following holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas

## Sign In / Sign Out

Upon entering and leaving the building for volunteer duty, please remember to sign in and out utilizing the volunteer sign-in book located in the Volunteer Center. Volunteers must wear nametags while on duty.

## Reporting off for duty

If you are unable to attend a scheduled volunteer assignment, please notify the team leader or volunteer coordinator as soon as possible.

## Termination and Resignation

As a volunteer, you are under no contractual obligation to continue services at MHS. Should you decide to resign, please notify the volunteer coordinator of your decision. When a volunteer separates from MHS, either by involuntary termination or resignation, the volunteer will be offered an exit interview.

Reasons for involuntary termination: This list is in no way inclusive of reasons for involuntary termination, it is only meant as a helpful guide.

1. Sexual Harassment of any kind
2. Reporting for duty under the influence.
3. Utilizing MHS property for any illegal purposes.
4. No Call/No Show two times per one-year period.

## Change of Status

It is important to keep information about each volunteer up to date at all times.

Therefore, volunteers should in a timely manner notify the Volunteer Coordinator of changes in:

1. Address
2. Telephone Number
3. Who to call in case of emergency
4. E-mail address

## Dress Code

All MHS volunteers are expected to dress appropriately for the job they perform, bearing in mind the safety and professional needs of the job.

## Smoking Policy

MHS offers a smoke free environment for employees and volunteers.

If an employee/volunteer chooses to smoke, s/he will be permitted to use the designated smoking areas only. If an employee/volunteer chooses to smoke, s/he will be permitted to use the designated smoking areas only.

## Fire Evacuation Plan

The primary objective of having an Emergency Fire Evacuation plan is to insure the safety of the employees, volunteers, visitors and animals. In an actual fire/smoke in the building situation, **the removal of animals is left to the fire department, it is the employee's job to take animals from fire department personnel to crate, leash, and settle them down.**

Being heroic only creates further problems that could result in serious injury or death to an individual, when they could be caring for animals as fire department personnel bring them out.

The following procedures are to be used, whether it is an actual fire, smoke in the building or drill.

1. In the event of a fire emergency, the automatic fire alarm system will sound. Upon hearing the alarm, all employees, volunteers, and visitors shall evacuate the building using the clearly marked exit doors and meet at the *Overflow Parking* lot in the front of the building. A manager will call 911 and notify Southwest Mutual Aid of the current emergency. If a fire is small and can be contained and or put out by a staff member, a call will still be made to SWMA to update them on the current situation.
2. On your way out of the building check your work areas (i.e. administration, adoption area, store area, training area, back area and bathrooms) to ensure all personnel, volunteers and visitors are on their way out of the building. Please be sure to close doors on the way out as well, you don't need to lock the doors.
3. At this point a count of on duty personnel and volunteers can be assessed. **No one is to leave the property without permission.**
4. In the event someone is hurt, Fire personnel will treat and or transport major injuries to Cheshire Medical Center
5. Never shut down or reset alarm, the fire department shall do this.

## Adoption Policies

Monadnock Humane Society engages in responsible adoption practices in order to protect the welfare of animals within our custody and to set a standard and example of care and concern for animals in general.

- 🐾 MHS adopts animals to self-sufficient adults – who demonstrate that they are responsible persons and can give adequate assurances that they intend to provide proper care for and animal's entire life.

Proper care includes:

1. Proper diet and fresh water
  2. Safe, comfortable shelter from the elements and potential dangers
  3. Routine and emergency veterinary care
  4. Keeping proper identification on pets and complying with licensure laws
  5. Adequate training and supervision
  6. Daily exercise and companionship
- 🐾 MHS only adopts dogs and cats that have been spay/neutered prior to adoption or for whom special arrangements have been made to secure spay/neutering as soon as possible.
  - 🐾 Only dogs that are physically and temperamentally suited to living outdoors will be adopted as outside dogs, and only if the owners demonstrate suitable arrangements to meet the dog's physical and companionship needs.
  - 🐾 MHS will offer a gift certificate in lieu of adopting an animal as a gift.
  - 🐾 Animals are only adopted to residences where pets are allowed.
  - 🐾 Cats that are or will be declawed are only adopted to homes that intend to keep them as strictly indoor pets.
  - 🐾 MHS will not knowingly adopt any animal to:
    1. a person with a history of animal abuse or neglect
    2. for the purposes of vivisection, experimentation or blood sports
    3. to be slaughtered for food or to bred animals for slaughter
    4. to be used as an attack guard dog
    5. to be turned over to a person who has been refused an adoption
    6. to be given to another person who is unaware of the adoption

## Spay / Neuter Policy

Monadnock Humane Society is committed to eliminating animal overpopulation – the single greatest cause of pet animal suffering and death in our region and throughout the nation.

MHS will see that every adopted dog or cat is spay/neutered prior to release to their new home – except in cases where it is medically not advisable, and then the animal is either a foster – to – adopt or arrangements are made with the adopted for spay/neutering through the “State Plan A” (See explanation below)

MHS agrees with the position of the AVMA that pediatric spay/neuter is a medically sound practice and worthy approach to reducing dog and cat overpopulation – preventing “accidental” litters when females have their first heat. The minimum age for a pediatric spay/neuter is 8 week of age.

MHS will also actively assist the community in spay/neutering pet animals through education, the Merrimac Project, and/or referral to a reduced-fee program such as the “State Plan B” program for welfare and SSI recipients.

## PLAN A ADOPTIONS

The adoption fee is reduced by \$25 and we hold that amount as a deposit for spay/neutering. MHS makes the appointment with the vet office prior to the animal going home. When we receive notification from the vet that the animal has been spay/neutered we will refund the deposit to the adopter.

## EUTHANASIA PROTOCOL

Euthanasia is an extremely difficult aspect of working at the humane society. Every effort is made to protect and humanely preserve the lives of animals in our care. Euthanasia is seen as a last resort and will be carried out in a caring, responsible, and humane manner by staff members that are trained in euthanasia technique by an approved AHA or HSUS trainer, or licensed veterinarian. Decisions to euthanize will be based on health and welfare of animals, staff, volunteers and community.

MHS does not euthanize any adoptable animal for space. Only animals that are medically or behaviorally unfit to adopt will be euthanized. The emotionally conflicts that arise out of euthanasia and the decision making process affect everyone on staff (paid and unpaid) as well as persons utilizing MHS services, volunteers, members and the community. We are committed to helping people deal with the difficulties of euthanasia in the best way possible.

## MONADNOCK HUMANE SOCIETY

### A Rich History / A Worthy Purpose

Founded in 1875, the Monadnock Humane Society began as a group of committed citizens who cared about people and animals enough to open their homes to provide temporary shelter, food and love for children, women, families and animals who were in need of help. Early case cards reveal stores of children running away from abusive parents, women battered by their husbands, and dogs starved and half beaten to death – all cared for by the same group of humane society volunteers. Shortly after the turn of the century, the state and local governments began providing services to people and the focus of the humane society volunteer efforts turned to the one group for which no provisions were made for the animals.

Jennie Powers, a now famous figure in New Hampshire history, served as Cheshire County's first and most prominent humane agent, bringing justice and relief of suffering for animals – most notably horses that were horribly abused in dozens of logging camps throughout the region. Jennie's work brought the humane movement to the forefront of attention for residents of the Monadnock region, laying the groundwork for lasting support from the region. In the 1960's, MHS, still all volunteers, raised enough money to build the Jennie Powers Memorial Shelter to temporarily house cats and dogs in need of new homes. Today, staff and volunteers at the Adoption and Learning Center care for over 2,000 animals each year, reuniting some with their families and finding new homes for others. In addition, MHS has the only deputy sheriff, certified to prosecute Animal Cruelty Investigator in the State, and an active education and outreach program to prevent cruelty to animals.

Monadnock Humane Society is a private, nonprofit organization that services the Monadnock region, covering 32 towns, and is the home to approximately 90,000 people. MHS is dedicated to improving the quality of life for people and animals through humane education, and to providing shelter and facilitating adoptions for lost, abused, abandoned and surrendered animals.

Our vision is to become a model humane society for other communities. Recognizing the potential for helping even more animals, every program and course of action that has resulted in saved lives and improved adoptions is shared with other humane society staff and boards. MHS is helping to build a stronger humane network in the state and region in the hope that increased numbers of animals will benefit from strong animal welfare legislation, shelter to shelter consistency in standards of care and adoption, and shelters helping each other alleviate overcrowding situations.

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