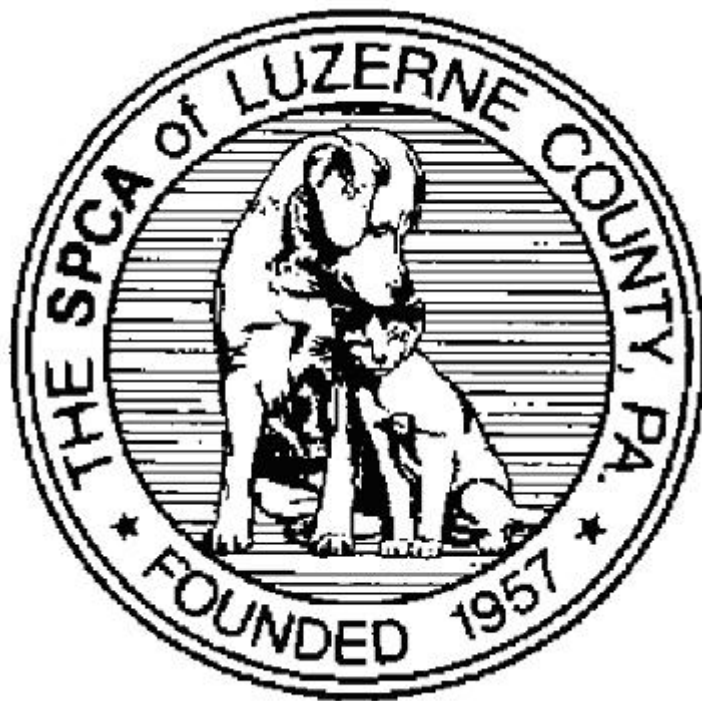


SPCA of Luzerne County



Volunteer Manual

January, 2008

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Welcome

Welcome to the SPCA of Luzerne County volunteer program. We look forward to having you join our team of enthusiastic, caring, and devoted volunteers and staff members.

Outlined in this manual are the general policies and procedures of the SPCA of Luzerne County as they pertain to the volunteer program. This manual should serve as support information for what you have already heard in our orientation class. Additional information, as well as changes to policies and procedures, will be distributed as warranted.

It is my privilege to work with you and for you as your volunteer director. Should you have any questions, comments, or concerns, please feel free to call me or stop by my office at any time.

The SPCA of Luzerne County would not be able to do the outstanding job it does for our animals without the services of volunteers like you. I hope you will feel rewarded by giving your time and talents to our animals.

Again, thank you!

~Tammy

Our History

The SPCA of Luzerne County was established by individuals who saw a need to create a safe haven for animals. Since 1957, animals from Luzerne County needing shelter, food, or medical care have received what they needed through the SPCA.

The history of the SPCA of Luzerne County began in 1893 when it was incorporated as a society to prevent cruelty to children and animals. In 1913, this society handled 2,328 cases of orphaned children, blanketed horses, and helped 37 large animals and 121 small animals. By the 1950's this society had faded, and another group of people had a dream. This dream evolved into the present SPCA. The society began in Spencer's Barn in Lehman, and was later moved to Bill Lance's barn in Huntsville. In March of 1957, the SPCA's incorporators were officially listed as: Mrs. Z. Platt Bennett, Miss Ruth Jones, R.J. Bartow, Miss Mary Koons, and Bartholomew (Bart) Collett.

Since then, the SPCA has taken in, housed, and cared for over half a million animals. We began with a mission to prevent cruelty to animals, and continue to do so through the numerous services we provide.

The SPCA OF Luzerne County Mission Statement

Mission Statement:

The SPCA's mission is the prevention of cruelty to animals. To accomplish this, we provide:

- A shelter to house unwanted homeless animals
- An adoption program to place these animals in caring, permanent homes
- Humane education programs to enlighten the public about animal problems
- Humane law enforcement and prosecution programs to address animal cruelty

Important SPCA of Luzerne County Information

Shelter Address: 524 East Main Street
Wilkes-Barre, PA 18702

Shelter Phone: 570-825-4111

Shelter Website: www.spcaluzernecounty.org

Volunteer Contact:

Tammy Jordan

Phone: 570-825-4111

Email: spcaedu@epix.net

The SPCA of Luzerne County is a nonprofit 501(c)(3) animal shelter serving the needs of unwanted, abused, or abandoned animals in Luzerne County.

What programs and services does the SPCA offer?

The SPCA offers a variety of programs and services in support of pets and pet owners in our community.

Adoptions

Foster Care

Intake

Membership

Rolling Green Cemetery & Columbarium

Volunteers Services

Ask the Trainer

Pawsitively Reading

Special Events

Cruelty Investigations

Humane Education

Lost & Found

Microchip & Rabies Clinics

Spay/Neuter Clinic

Fundraising Opportunities

Guided Tours

Retail Items

Adoption Days

What Services are Provided by Other Agencies?

Pick up of lost or stray dogs - this service is provided by municipal animal control.

Dead animal pick up along highways is provided by the Department of Transportation that is charged with responsibility in any given area. This could be Penn DOT or the local municipal DPW.

SPCA of Luzerne County FAQ's

When is the SPCA open to the public?

Hours of Operation: Monday, Tuesday & Thursday
Adoptions: 11:00a.m. – 3:00p.m. / 5:00p.m. – 7:00p.m.
Incoming: 8:00a.m. – 8:00 p.m.

 Wednesday & Friday
Adoptions: 11:00a.m. – 3:00 p.m.
Incoming: 8:00a.m. – 4:00 p.m.

 Saturday & Sunday
Adoptions: 12:00p.m. – 3:00p.m.
Incoming: 9:00a.m. – 4:00p.m.

When is the SPCA open to volunteers?

Volunteer Hours: Monday, Tuesday, & Thursday: 8:00a.m. – 8:00p.m.
 Wednesday & Friday: 8:00a.m. – 4:00p.m.
 Saturday & Sunday: 9:00a.m. – 4:00p.m.

What does SPCA stand for?

The Society for the Prevention of Cruelty to Animals

How is the SPCA staffed?

Staff: 23 full and part-time employees.

Volunteers: More than 500 active volunteers, donating over 4,000 hours each year.

What areas are served?

Our programs focus primarily on Luzerne County.

How is the Luzerne County SPCA Funded?

The Luzerne County SPCA is funded primarily through donations. We receive a percentage of monies from municipalities, but no state or federal funding. Additional funding comes from fundraisers, special events, charitable grants, wills, and legacies.

Is there a fee to adopt animals?

Yes. Adoption fees help to offset the cost of caring for and preparing animals for adoption.

Dogs may be adopted for a fee of \$95, which includes spaying/neutering, microchip, collar, and first set of vaccines (rabies vaccine not included)

Cats may be adopted for a fee of \$50, (\$55 if adopted through PetsMart) which includes spaying/neutering, microchip, feline leukemia testing, collar, and first set of vaccines (rabies vaccine not included)

Rabbits may be adopted for a fee of \$35, which includes spaying or neutering.

All other animals may be adopted for a monetary donation

The SPCA of Luzerne County Building FAQ's

When was the facility constructed?

The SPCA of Luzerne County's small, original building was constructed in 1957, and the recent addition was built in 2005-06. Throughout the years, an education center, offices, and spay neuter clinic were added. The most recent additional in 2005-06 consisted of new housing facilities for the animals and renovating our existing facility.

What is the size of the facility?

Presently, the shelter is almost 8,000 square feet. The building houses two kennels, our general cat adoption room, a small animal room, incoming and isolation areas for both dogs and cats, a grooming room, office space, meet and greet areas, and a veterinary clinic.

How many animals can be at the SPCA?

Depending on the size, age, and number of litters, the SPCA can house upwards 150 animals or more.

Are there any areas are off limits to volunteers?

The following areas are off-limits to volunteers:

- Cat Incoming Room
- Cat Isolation Area
- Behind signs in the East Kennel
- Bite Room in the East Kennel
- Isolation Ward in the East Kennel

Only volunteers with more than 20 hours of volunteer time and who have completed additional volunteer training may assist us in these areas. If you have not participated in the advanced volunteer training course, you may not volunteer in these areas. Only the Education and Volunteers Director, Shelter or Assistant Shelter Manager, or Front Office or Adoptions supervisor may grant permission for volunteers to work in these areas.

Why are these areas off limits to volunteers?

- Cats in the incoming room have generally just arrived. We need to monitor these animals and give owners an opportunity to come reclaim their stray pets for the first 24-48 hours. Sometimes, these cats are very frightened and may scratch or bite. They may also be harboring upper respiratory infection, which is highly contagious to other cats. For your safety, and theirs, new volunteers are not permitted in this area.
- Cats in the isolation ward are usually sick or recovering from a medical procedure and require a quiet, calm environment. These cats are also usually under veterinary care and require medication. At times, sick cats can be grouchy, so to keep them

comfortable, and to keep you safe, new volunteers are not permitted to work with these animals.

- The second row area, “Bite Room,” and Isolation Areas in the East Kennel, house dogs that are usually new to the shelter, have been surrendered to us for humane care reasons, have bitten someone, and are on hold for 10 day rabies observation, or are sick or recovering from a medical procedure. Animals in this area are monitored closely by staff and evaluated as needed. In some cases, these dogs may also be under veterinary care and require monitoring and/or medication. Sometimes, these animals can be aggressive or frightened, which can result in injury to either you or the animal. In order to keep these animals comfortable, and to keep you safe, volunteers are not permitted in the dog bite or isolation rooms. Volunteers with 20 hours of volunteer time may be permitted into the second row of the East Kennel for cleaning purposes only with the approval of the Education and Volunteer Director.

SPCA Board of Directors

President:

Paul Lantz

1st Vice President:

Mark Warshal

Recording Secretary:

Lorraine Smith

Corresponding Secretary:

Barbara Dobrowalski

Treasurer:

Sandy Rifkin

Members:

Heather Balester

Kathleen Daskalakes

Robert Edgerton, Jr.

Arnold Fiergang

Tina Karl

Doris Magee

Kenneth Marquis

Effie Marshall

Nina Menichelli, Esq.

Karen Nocerine

Joe Palko

Marion Pearsall

Paul M. Price

Edward Raver

Louise Robinson

Scott Sanfilippo

Susan Silverblatt

Mary Ward

H. Robert Weaver

Amanda Wright-Kluger, Esq.

Pro Bono Atty.

Barry A. Yelen, Esq.

SPCA Staff List

Executive Director:	Vince Sweeney	
Shelter Manager:	Cindy Starke	
Assistant Shelter Manager:	Anita Raineri	
Veterinarian:	Dr. Inayat Kathio	
Education & Volunteer Director:	Tammy Jordan	
Humane Officers:	Debra Lamoreaux	Carol Morrison
Front Office Manager:	Crystal Wallace	
Front Office Staff:	Karen Baker	Scott Gommelko
	Rose Norton	
Adoption Supervisors:	Vickie Cooper	Abbey Redmond
Adoption Staff:	Scott Gommelko	Wayne Harvey
	Jan Klecha	Peggy Sydlick
Veterinary Technician:	Marie Bejeski	
Animal Caregiver Staff:	Caitlin Baker	Leslie Burkland
	Frank Dannert	James Dunn
	Samantha Groboski	John Gabinski
	Jessalyn Jordan	Pam Lundstram

Administration Descriptions

Executive Director

The Executive Director has the overall responsibility for the oversight of the SPCA of Luzerne County. As a leader and role model of the organization, the Executive Director is responsible for supporting and carrying out the organization's mission statement, goals and objectives as well as the directives of the Board of Directors. The Executive Director is also responsible for securing the funding necessary to make the work of the SPCA possible.

Shelter Manager

The Shelter Manager has the responsibility of overseeing several departments in the day-to-day operation of the shelter. Under her guidance, the Kennel, Cat Areas, Medical Clinic, Intake, and Adoptions Offices carry out their daily duties to keep our animals safe, healthy, and clean. The Shelter Manager also oversees the day-to-day financial aspects for the SPCA including accounting, human resources, and administrative activities.

Assistant Shelter Manager

The Assistant Shelter Manager has the responsibility of overseeing the animal caregivers and the purchasing and distribution of food and care for the shelter animals. Under her guidance, she also ensures the animal caregivers carry out their daily duties to keep the animals safe, healthy, and clean.

Veterinarian

The Veterinarian's main responsibility is to oversee the setup for the medical suite and to provide necessary veterinary care to the animals requiring it. He also is responsible for our Spay/Neuter Clinic, which ensures that every animal is, in fact, spayed or neutered before leaving the SPCA of Luzerne County.

Veterinary Technician

The Veterinary Technician is responsible for the health of our animals. They work to ensure that our animals are receiving the best possible care. Volunteers should contact them only if they are fostering a shelter animal or in case of a medical emergency regarding a shelter animal.

Education & Volunteer Director

The Education and Volunteer directors is responsible for educating the community on animal-related issues as well as the responsibility for overseeing the activities of the volunteers. She is the first person volunteers should seek out when there is a question or concern. Periodic training sessions are held for volunteers wishing to assist in presenting these programs.

Front Office Supervisor

The front office supervisor oversees the front office operations, scheduling of animal appointments, and the training of new personnel. They also familiarize all new staff with office procedures. Although volunteers are not permitted to work directly in the front office, they can utilize the front office supervisor to obtain information and check into tasks that need to be completed.

Adoptions Supervisor

The adoption supervisor is responsible for overseeing the adoption process, reviewing all adoption applications, and ensuring the adoption policies and guidelines are being followed. Although volunteers are not permitted to work directly in the adoptions office, they are able to assist the adoptions staff and supervisor with other adoption-related tasks.

Adoptions Counselors

Adoption Counselors are our most visible crew. They are responsible for the adoption of shelter animals. Often counselors are swamped, so patience and understanding from the volunteers are required. Volunteers and adoption staff work as a team to find the best match between shelter animals and potential adopters and to provide for the animals' overall well being while in the care of the SPCA.

Front Office, Intake Staff

The front office and intake staff greet the general public and assure that all patrons receive appropriate and professional service during their visit to the SPCA. They answer the telephones, complete lost reports, respond to hundreds of questions asked daily by the public, staff, and volunteers, and are responsible for the admission of all animals brought into the shelter.

Animal Caregivers

Animal Caregivers are a very important part of the shelter. They feed the animals, clean their cages, administer medications, and help socialize the dogs, cats, and rabbits. Their job is not an easy one, and many times, not a pleasant one. Volunteers are welcome, upon approval, to assist the animal caregivers with certain tasks.

Humane Officers

Humane Officers respond to, and investigate over 800 complaints of animal abuse or neglect each year in Luzerne County. They ensure that all animals are given protection while assisting and educating pet owners in need.

Staff & Volunteer Interaction

Volunteers are an integral part of the SPCA of Luzerne County. The organization began with volunteers and throughout the years, continues to do many things through the dedication of caring individuals from many backgrounds and areas of expertise. However, it takes a combination of volunteers and staff to make the SPCA a reality and a functional learning environment for everyone and the animals.

All volunteers are under the direction of the Education and Volunteer Director. If a volunteer expresses interest in assisting in a specialized program or area, they should express this interest to the Education and Volunteer Director. They will make every effort to accommodate the volunteer request, providing it falls within the policies and procedures outlined in this manual.

Any volunteer who chooses to resign their volunteer position at the SPCA must inform the Education and Volunteer Director as soon as possible.

Volunteers

The vision of the volunteer program is to provide opportunities for those interested in assisting animals and share in the mission of the SPCA of Luzerne County.

The mission of the volunteer program is:

- To support the daily activities of the SPCA of Luzerne County
- To share the benefits of working in and animal rich environment
- To engage pet lovers and compassionate individuals in a safe, caring, and respectful environment

With over 200 active members, the volunteer program enlists the assistance of the young and old, men, women, students, retirees, homemakers, professional, artists, business associates, trade people who come from all over Luzerne County. Volunteers contribute over 1,700 hours of service to the shelter and animals each year.

SPCA of Luzerne County's Donor Confidentiality Policy Internal Statement to Staff and Volunteers

As our organization grows, it is important that we continue to increase the level of professionalism in our relationships with our donors.

The SPCA, keenly aware of the potential for misuse of confidential information and identity theft in contemporary society, maintains a policy of confidentiality with regard to donor information. It is the policy of the SPCA to strictly maintain the privacy of donor information. The SPCA will not release donor information to the public, other than publishing their names, gift designations, and amounts, where appropriate and unless otherwise stipulated. In all cases, SPCA donors are given the option of remaining anonymous.

The SPCA does not share donor information, including mailing lists, with other organizations.

Access to donor information shall not be given to person other than those who are involved with the specific cultivation or solicitation efforts, or those who require the information to perform duties for the organization. All staff and volunteers agree to treat donor information as confidential, and to use donor information solely in support of the SPCA of Luzerne County's Mission.

Any violations of this policy may result in immediate dismissal and further action if deemed appropriate.

Volunteer Rules of Conduct

*Volunteers are non-paid personnel of the SPCA of Luzerne County.
524 East Main Street, Wilkes-Barre, PA 18702*

As a volunteer, I am expected to:

- Attend the volunteer orientation and training classes when appropriate
- Able to read/write (English) or be accompanied at all times with someone who is
- Conduct myself in a professional manner at all times when involved in shelter activities
- Perform my tasks under the guidelines established within the job description for that task
- Report any abusive behavior in the shelter to the appropriate staff person
- Support the policies and procedures of the SPCA of Luzerne County as outlined in this volunteer manual
- Adhere to all established policies and procedures
- Wear a volunteer badge at all times when working at the shelter

As a volunteer, I understand and agree that:

- I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits
- Using or being under the influence of alcohol or drugs is prohibited while volunteering at the SPCA of Luzerne County or any sponsored special event
- SPCA of Luzerne County staff members may not be contacted at their homes unless otherwise directed by that staff member
- Verbal or physical abuse to shelter volunteers or staff will not be tolerated
- My volunteer involvement may be terminated if I do not meet my commitment in an appropriate manner, or otherwise fail to adhere to policies and procedures as outlined in this volunteer manual.

I have read the manual and agree to follow and support its contents.

Signature

Print

VOLUNTEER CONSENT NOTIFICATION AND RELEASE AGREEMENT

On this _____ day of _____, _____, this Agreement is hereby entered into by and between the Society for the Prevention of Cruelty to Animals of Luzerne County Inc., (hereinafter referred to as the "SPCA") and _____ (hereinafter referred to as "VOLUNTEER"), as follows:

Witnesseth:

WHEREAS, the **SPCA** is non-profit corporation and has a need for people to perform various duties and tasks and,

WHEREAS, VOLUNTEER:

- (1) Is desirous of performing these various volunteer duties and tasks for the **SPCA** and,
- (2) Acknowledges and affirms that he/she is of legal age and,
- (3) Acknowledges and affirms that he/she has been advised of the risks and dangers associated with the conduct and performance of volunteer activities at the shelter and on behalf of the **SPCA**, including, but not limited to:
 - a. Animal scratches, bites, and other injuries caused by the unpredictability of animal behavior.
 - b. The contraction of diseases which are associated with such abused animals which are brought to the shelter, such as rabies and toxoplasmosis; and
 - c. Certain specific diseases such as toxoplasmosis which can cause serious and/or fatal fetal injuries in the event that the **VOLUNTEER** is pregnant.

AND, FURTHER, WHEREAS, not withstanding the above risks and dangers, the **VOLUNTEER** is still desirous of serving as a volunteer for the SPCA; and

WHEREAS, the **SPCA** is willing to allow the **VOLUNTEER** to perform such volunteer duties only upon the faith of this Agreement.

NOW, THEREFORE, in consideration of the mutual promises contained herein, and for other good and valuable consideration, the parties, intending to be legally bound hereby, do voluntarily agree as follows:

- A. **VOLUNTEER** will, from time-to-time, on a voluntary basis, perform various duties and tasks for the **SPCA**.
- B. **SPCA** will provide certain medical insurance for **VOLUNTEER'S** benefit, to cover any accidental injuries that may occur to the **VOLUNTEER** while performing tasks or duties for the **SPCA**.
- C. **VOLUNTEER** agrees to hold the **SPCA** totally harmless and agrees not to make any kind of claim or lawsuit against the **SPCA**, its agents, servants, workmen, or employees for any personal injuries, damages, or property losses that may come about or may otherwise occur to the **VOLUNTEER** whether caused by the recklessness, carelessness, or negligence of the **SPCA** or the **VOLUNTEER**, or otherwise.
- D. **VOLUNTEER** expressly and specifically releases the SPCA, its agents, servants, workmen, and employees from any and all claims, direct and indirect, for any and all personal injuries or damages of any kind that the **VOLUNTEER** may sustain as a result of the recklessness, carelessness, or negligence of the **SPCA**, its agents, servants, workmen, or employees.
- E. The parties hereto agree that nothing in this Agreement shall cause the **VOLUNTEER** to be the agent, servant, workman, or employee of the **SPCA**. This Agreement shall be binding on the parties' heirs, administrators, successors, and assigns.

Volunteer Signature: _____

Print Name: _____

Address: _____

Telephone: _____

SPCA Signature: _____

Volunteer Responsibilities & Guidelines

- Each time you arrive at the shelter, please make sure to sign in and out in the volunteer log book. All volunteers are required to sign in and out each time they work, as we are required to keep track and report the number of volunteer hours. The log book can be found in the education room.
- All volunteers must wear the “SPCA Volunteer Button” at all times when working in the shelter. These nametags are important as they identify you as a volunteer to the staff and to the public.
- All volunteers are asked to contribute at least five hours per month. However, all volunteer help is appreciated. Your help with bake sales, special events, and fundraisers are always appreciated. Time spent on any sanctioned volunteer activity away from the shelter counts as volunteer hours.
- Report for scheduled duties on time. If you know in advance that you will be absent, notify the education & volunteer director. If you wish to make changes in your scheduled volunteer time, notify the education and volunteer director as far in advance as possible.
- The shelter is often times a busy place. We want the public to feel welcome and have a pleasant experience in the shelter. Please be kind and courteous to both the staff and the public.
- Shelter staff usually needs help with a several things throughout the day. Please realize that at all times in the shelter, volunteers are under the direction of the Education & Volunteer Director, or an SPCA supervisor to assist staff with completing daily tasks.
- A lot of information is covered during the volunteer orientation. We do not expect you to know everything immediately. The volunteer manual you received should be used as a guide and a reference. If you have any questions about anything that happens in the shelter, ask a staff member. They will be happy to answer any questions you may have. You may also use our library as a resource. There is a wealth of information there at your fingertips.
- It is very important that we give correct information in regards to animals, shelter, and policies. If you are ever unsure how to answer a question or about the information being requested, please do not hesitate to ask a staff member for assistance.
- We receive about 8,000 animals a year. Many with unknown or uncertain backgrounds. If you notice inappropriate or aggressive behavior (growling, showing teeth, hissing) in any animal, please see a staff member immediately to report this information. Do not interact with any animal that you do not feel comfortable with.
- All volunteers are required to use all caution and established procedures when working with shelter animals. If a volunteer is bitten or scratched, the front office staff **MUST** be notified immediately. A bite may be an indication of an animal’s health or behavioral problem and must be checked out. An accident report must be filled out, as required by our insurance carrier, and must be obeyed. For the safety of the animal, visiting public, volunteers and staff, all bites must be reported.

- **Seeking Treatment:** If you choose to seek treatment for an injury incurred at the shelter or at a shelter-sponsored event, please follow these instructions:
 1. Report the injury to Tammy Jordan, Education & Volunteer Director; the front office supervisor on duty, or the adoptions supervisor on duty
 2. Fill out an accident report
 3. Determine if you need further medical attention
- **NEVER** let two shelter animals intermingle. We do not allow this because of the risk of injury to the animals in our care, the risk of injury to our volunteers and staff, and possibility of disease transmission.
- Please refrain from handling animals that have come in within the past two days. Many are very frightened when they first come in with all the new sights, smells, and sounds. With all this stimuli, they scare easily and injury may result.
- Please do not feed treats to the dogs. Some are on the schedule to have surgery. If an animal eats before surgery, there is a chance that they can aspirate under the anesthesia and die during the surgery.
- You may play with a dog outside in the courtyard with a toy, but please do not give the dogs toys or rawhides to play with inside their kennel. If you have used a toy to play with a dog, it needs to be sanitized before you allow another dog to play with it. Fill up a sink with bleach and water and let the toy soak for at least fifteen minutes, then rinse. In the meantime, you can choose another toy for the next dog. We have had many dogs consume tennis balls and other toys. It really isn't good for their digestive system and it is a potential choking hazard. Please be sure that there are no other dogs in the courtyard before you take the dog outside.
- The staff does the formal adoption procedure but you can help potential adopters find the right animal to suit their lifestyle. All animals are spayed and neutered before they go home with their new families.
- In the adoption lobby, there is literature dealing with specific behavior problems or animal issues. Some examples of topics are: housebreaking; litter training, introducing new pets, etc. If anyone you speak with could utilize this information, please refer him or her to this area of the shelter. Anyone is free to take some of this information home.
- After the adopter finishes the adoption paperwork, the animal stays to get neutered the next day. It is usually the day after that they are able to pick up the animal. If you have any questions, please ask staff.
- Volunteers are not permitted to handle the animals in the evaluation kennel, isolation kennel, or bite room. These animals are in these places for a reason and should only be handled by experienced personal.
- Declawed cats tend to be a bit more insecure than cats that have not had this operation. They are sometimes more likely to bite because their first line of defense is gone (their claws). This does not mean that they shouldn't be handled but you should exercise caution.

- If you give an animal a bath, please put wet towels in the laundry room and clean up the grooming area. When you are done giving an animal a bath and he or she is returned to their kennel, please make a note on the cage card. It should look like this: Gave Bath 5/6/04 Peg Board (volunteer).
- Please clean up after yourself and the animal that you are with.
- The break room is a very small and gets crowded very quickly. You may get a soda or beverage from the kitchen but it is for short breaks and lunches only.

We appreciate your support of our shelter. Thank you for taking time out of your busy schedule to help us. Together we can make life better for the animals in Luzerne County.

*** By signing below, I acknowledge that I understand and agree to follow the above guidelines.*

Signature: _____

Date: _____

Volunteer Recognition & Awards

While we know volunteers don't generally expect any recognition for the time they give to the SPCA, we want you to know how much your time, energy, and efforts are appreciated while you are here. For this reason, we have implemented the following criteria for recognition.

- All volunteers who provide any service hours to the SPCA will receive a Certificate of Appreciation
- Volunteers accruing 15 hours of service to the SPCA will receive a Volunteer T-Shirt
- Volunteers accruing 30 hours of service to the SPCA will receive a Volunteer Mug
- Volunteers accruing 75 or more hours of service to the SPCA will receive a complimentary invitation to our annual dinner each May, along with a certificate and recognition at this annual event.

Volunteer Discipline Procedures

The SPCA of Luzerne County works diligently to provide a safe and enjoyable experience for all our volunteers. The policies & procedures that are in place serve as guidelines for appropriate behavior. If a volunteer commits a violation of the rules, disciplinary procedures will be followed.

Volunteering at the SPCA of Luzerne County is a privilege, not a right. Those volunteers who commit minor violations of policies and procedures will be verbally counseled in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations will result in termination.

The SPCA of Luzerne County has a zero tolerance policy for:

- Abusive behavior towards animals
- Physical or verbal abuse of any staff or volunteer
- Disregard for rules and regulations

Your point of contact regarding volunteering or shelter activities is the Education & Volunteer Director (EVD). You should bring questions and concerns to them first. If the EVD is not on site, and you believe you have something that requires immediate attention, either the Front Office Manger, Assistant Shelter Manager, or Shelter Manager are your next points of contact.

If you have difficulties working with other volunteers or staff members, bring the situation to the attention of the EVD as soon as possible. We want to resolve any issues so that we can all work effectively as a team.

Keep your involvement at the shelter confined to the responsibilities of your volunteer position. It may be difficult to keep from getting involved in all that is going on around you. There are times when difficult decisions need to be made by staff, please respect these decisions and if you have questions, please feel free to ask to set up a time to speak to an appropriate supervisor.

In the event of performance problems or behavior concerns, the SPCA of Luzerne County may take disciplinary action in the form of any or all of four steps depending on the severity of the problem and/or number of occurrences.

- Verbal warning
- Written warning
- Suspension
- Termination

All volunteer verbal and written warnings will be documented. Refer to page 19 for a sample of documentation.

Volunteer Warning Notice

DATE: _____

VOLUNTEER NAME: _____

VERBAL: _____ WRITTEN: _____

INFRACTION: _____

WARNING 1 2 3 4

COMMENTS: _____

REMAINS ACTIVE: _____

PROBATIONARY PERIOD: _____ FROM: _____ TO: _____

DISMISSED: _____

VOLUNTEER SIGNATURE: _____

STAFF SIGNATURE: _____

WITNESS SIGNATURE: _____

The SPCA of Luzerne County Volunteer Opportunities

Volunteers have many different opportunities to assist in various areas of the shelter.

Adoptions

- Adoptions Assistant
- Adoption Materials Coordinator

Pet;Mart

- Cat Attendant & Cage Cleaner
- Dog Visit Handler

Cat Area

- Cat Room Assistant
- Groomer

Small Animal Room (Rabbits, Hamsters, Etc.)

- Small Animal Room Assistant

Dog Area

- Kennel Assistant
- Dog Exercise/Walker
- Trainer
- Groomer

Humane Education

- Humane Activities Assistant
- Humane Activities Field Assistant

Microchip & Rabies Clinics

- Greeter / Crowd Control Assistant
- Rabies Tag Recorder
- Microchip Tag Recorder
- Animal Restraint Assistant

Special Events

- Special Events Assistant
- Adoption Day Coordinator

Dog Banks

- Bank Collector
- Money Counter
- Bank Assembly Coordinator

Maintenance

- Grounds Maintenance
- Cemetery Maintenance
- Building Maintenance

Miscellaneous Duties

- Animal Transport
- Data Entry
- Aluminum Can Fundraising
- Shelter Needs Wishlist Drives

The SPCA of Luzerne County

Volunteer Job Description

Adoptions Assistant:

Purpose of Project:

Assist adoptions staff in presenting adoptable animals to the public with the goal of helping the animals to secure a new home.

Responsibilities:

Explaining the shelter's adoption policies; showing adoptable animals to the public; helping the public to choose an animal that is a good match to their lifestyles and abilities; assessment of a person's ability to care for a particular pet (this assessment should be reported to the adoptions counselor before the final decision is made); introducing, explaining, and assisting with the application process; making the staff aware of any aggressive behaviors that might occur; make staff aware of any signs of illness.

Qualifications:

Experience:

Ability to follow direction; must be comfortable handling dogs, cats, rabbits, hamsters, gerbils, guinea pigs, mice, rats, and any other animal that may be put into the care of the volunteer; must adhere to all rules and standards set forth by the shelter; thorough knowledge and understanding of the shelters policies and procedures.

Training:

Volunteer Orientation

Requirements:

Must be 18 years of age, or have adult present at all times if under age 18.

The SPCA of Luzerne County Volunteer Job Description

Adoption Materials Coordinator

Purpose of Project: To provide the necessary literature in the adoptions area.

Responsibilities: Inventory; copy, and distribute materials as necessary; prepare and put together adoption kits for the adoptions office (dog & cat); keep dog and cat breed binders up-to-date.

Qualifications:

Experience: Ability to run copy machine, sort and fold materials as needed; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be able to volunteer at least three hours per month.

The SPCA of Luzerne County Volunteer Job Description

PetsMart Cat Attendant & Cage Cleaner:

Purpose of Project: To provide clean cages and socialize cats in our PetsMart adoption location.

Responsibilities: Per instructions from head volunteer at PetsMart, provide clean cages to cats; care for and socialize cats as needed during their stay at PetsMart; report any concerns or illnesses to head volunteer.

Qualification:

Experience: Experience working with cats preferred; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18; must be dependable and work when scheduled.

The SPCA of Luzerne County

Volunteer Job Description

Dog Visit Handler:

Purpose of Project: Take specified dogs to PetsMart for further exposure and increase chances of adoption.

Responsibilities: Transport dog from shelter to PetsMart; walk dogs through PetsMart; answer any questions potential adopters may have regarding the pet; refer potential adopters back to shelter if they are interested in filling out application.

Qualifications:

Experience: Experience handling dogs preferred; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Time Commitment: Usually 1-3 hours per dog.

Requirements: Must be 18 years of age, or have adult present at all times if under age 18.

Prior to taking a dog to PetsMart, you must contact the shelter to request an animal for a specific date. Please note that the staff needs at least 48 hours notice in order to properly evaluate an animal to take.

When requesting to take a dog to PetsMart, it is important to do so with the Education and Volunteer Director. If for some reason that person is not available, you may make the request through the Shelter Manager, Assistant Shelter Manager, or Front Office Supervisor. If your request has not been approved by any of these individuals, you will not be permitted to take an animal to PetsMart or off the SPCA premises.

Signed Adoption Day Guidelines must be on record at the SPCA. The guidelines set forth within it are valid for visitation to PetsMart with animals.

The SPCA of Luzerne County Volunteer Job Description

Cat Room Assistant:

Purpose of Project: To provide clean cages and socialize cats in our cat rooms and assist in showing adoptable cats to potential adopters.

Responsibilities: Clean cages as directed by staff in cat room, which includes washing every cage with bleach, change towels, dumping of old food and water, washing bowls in bleach, and resetting the cage; making sure the public does not put hand inside cages or take animals out of their cages; ensuring the public uses sanitizer between the interactions of cats; answer questions about the cats; knowledge of the SPCA shelter policies.

Qualifications:

Experience: Experience handling cats preferred; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18; must use sanitizer between handling of each cat to prevent spread of infection.

The SPCA of Luzerne County Volunteer Job Description

Small Animal Room Assistant:

Purpose of Project: To provide the rabbits, guinea pigs, hamsters, or any other animals present in the small animal room with clean living quarters, proper exercise and socialization.

Responsibilities: Getting rabbits outside of their kennel for play-time; making the staff aware of any aggressive behaviors that might occur; assisting in providing a safe and clean environment for the rabbits

Qualifications:

Experience: Experience working with rabbits preferred; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18

The SPCA of Luzerne County

Volunteer Job Description

Kennel Assistant:

Purpose of Project: To ensure dogs housed in the kennels are in a clean, humane environment and to provide necessary care while they are in the shelter.

Responsibilities: Assist kennel staff with cleaning of cages, bowls, and supplies; Report any inappropriate animal behavior to a staff member immediately; ensure dogs have plenty of water at all times; feed dogs as directed by a staff member.

Qualifications:

Experience: Experience working with dogs preferred; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18

The SPCA of Luzerne County Volunteer Job Description

Dog Exercise/Walker:

Purpose of Project: The Dog Exerciser/Walker will exercise all of the dogs up for adoption for at least fifteen minutes a day.

Responsibilities: Getting dogs outside of their kennel for play-time; taking dogs for walks on specified dog trails on SPCA property; making the staff aware of any aggressive or unusual behaviors that might occur;

Qualification:

Experience: Ability to maintain confidentiality; must be experienced working with dogs and/ or puppies; must adhere to all rules and standards set forth by the shelter; must have patience with and understanding of dogs and their behavior.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18; completed 10 hours of volunteer service at the SPCA.

The SPCA of Luzerne County Volunteer Job Description

Trainer:

Purpose of Project:

To train shelter dogs awaiting adoption in basic commands, such as sit, stay, lie down, a relaxed walk and the proper way to greet a person.

Responsibilities:

Training shelter dogs to sit, stay, and lie down using positive reinforcement; keeping current notes on the animal that you are working with to keep the staff informed of the dog's progress; making the staff aware of any aggressive behaviors that might occur; teaching the dog the proper way to greet a person; teaching the dog to walk on a leash without pulling

Qualifications:

Experience:

Must be experienced working with dogs and/ or puppies; must adhere to all rules and standards set forth by the shelter; understanding of humane training programs; experience in the basic training of dogs and/ or puppies; ability to track the animal's progress through thorough note taking; patience and understanding of dogs and their behavior.

Training:

Volunteer Orientation

Requirements:

Must be 18 years of age, or have adult present at all times if under age 18; completed 100 hours of volunteer service with the SPCA or 40 hrs of volunteer service and dog training schooling; recommendation from two staff members.

The SPCA of Luzerne County Volunteer Job Description

Cat / Dog Groomer:

Purpose of Project: To bathe and groom animals for hygiene and appearance purposes.

Responsibilities: Bathing of shelter dogs and/or cats; making the staff aware of any aggressive behaviors that might occur; make proper notes regarding the bath; cleaning Grooming Room when completed; must adhere to all rules and standards set forth by the shelter

Qualifications:

Experience: Experienced bathing dogs and/or cats; be familiar with different grooming tools; patience and understanding of dogs and cats; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age, or have adult present at all times if under age 18.

The SPCA of Luzerne County

Volunteer Job Description

Humane Activities Assistant:

- Purpose of Project:** To present pre-set programs to children and (occasionally) adults regarding the importance of the relationship between animals and people.
- Responsibilities:** Conduct presentations according to the Humane Education Training Manual (to be released in March 2007). Must attend assigned presentations or have Director find suitable substitute. Must bring adequate number of handouts and log time and sessions in Humane Education logbook.
- Specific Duties:** As dictated by program.
- Qualifications:**
- Experience:** Past or present teaching experience helpful; experience working with children; must adhere to all rules and standards set forth by the shelter.
 - Training:** Volunteer Orientation; Humane Education Training
- Requirements:** Must provide own transportation in private vehicle to and from site; must be able to transport animals; must be able to relate to children of all ages and have the desire and ability to teach; and must have up-to-date Act 33 and 34 clearances.

The SPCA of Luzerne County

Volunteer Job Description

Special Events Assistant:

Purpose of Project: Assist with day of staffing of events, as well as pre-event planning and preparation; contribute to the positive public image of the SPCA of Luzerne County; serve as an information and educational source about the SPCA programs; and help find loving, lasting homes for our animals.

Responsibilities: Set up and break down of event location; greet public; supervise and clean up after animals during event; educate public as to the programs, services, and mission of the SPCA; discuss the benefits of adopting with potential adopters and assist them with appropriate animal selection; transport as necessary, and assist the SPCA staff as necessary.

Qualifications:

Experience: Good customer service skills and desire to work with the public; desire to educate the public about the SPCA's program and mission and responsible pet ownership; ability to handle standing for long periods of time; work well under pressure; ability to lift and carry in excess of 20 pounds; recognition that event work can be physically demanding; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Time Commitment: As needed for events. Some events may require more pre-event work and/or event specific committee work.

The SPCA of Luzerne County

Volunteer Job Description

Dog Bank Collector:

Purpose of Project: To distribute and collect dog bank canisters in Luzerne County to help raise funds for the SPCA.

Responsibilities: Drop off and collect canisters; replace full canisters with empty ones; replace damaged canisters as needed; secure new locations within Luzerne County to have banks placed in area businesses; provide education and volunteer director accurate listings of bank locations; inform education and volunteer director to any changes to such lists.

Qualifications:

Experience: Good customer service skills; ability to drive a car; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Time Commitment: At least 2-5 hours per month, depending on number and locations of canisters.

Requirements: Must be 18 years of age and must have current valid drivers license, insurance, and vehicle. Must pass criminal background check.

The SPCA of Luzerne County Volunteer Job Description

Dog Bank; Money Sorter/Counter:

Purpose of Project: To empty dog bank canisters and assist in preparation for bank deposit to assist in raising funds for the SPCA.

Responsibilities: Empty canisters at the shelter; sort through contents of canisters; place all money inside bank bags in preparation for deposit.

Qualifications:

Experience: Good customer service skills; experience and ability to lift heavy items as needed; must adhere to all rules and standards set forth by the shelter.

Training: Volunteer Orientation

Requirements: Must be 18 years of age and must pass criminal background check.

CAGE CARD INFORMATION

All of the animals have a cage card with a number assigned to them. These cage cards contain useful information about the animals. Below are some abbreviations you should know:

Surrender reasons:

LLWA- Landlord Won't Allow

Owner III- this tends to look like Owner III (3) but it is Owner ill.

NGWO Pets- Not Good with Other Pets- this animal was not good with the other pets in the household

NGW Men/Women/Kids- Not Good With Men or Women or Kids (depending on which is specified.)

Unaltered- the animal is not spayed or neutered

Other Notes on the Cage Card:

P.S. - This animal went to PetsMart®

P.O. - The animal's picture was shown at the Post Office.

W.S. or **P.F.** - The animal's picture is on our website or Petfinder.

C.V. - The animal's picture was put in the Citizen's Voice.

T.L. - The animal's picture was put in the Time Leader

S.S. - Stool Sample (This is a procedure for testing the dog for internal parasites such as worms. We perform the procedure by taking a sample of the feces in a small container, then adding sugar water in order to make a slide. The slide is then examined under a microscope to look for the eggs of any internal parasites.)

Other Items Found In or With Cage Cards:

½ pink sheet of paper with the cage card indicates a female cat or dog is about to, or has been recently spayed

½ blue sheet of paper with the cage card indicated a male cat or dog is about to, or has recently been neutered.

¼ sheet orange card with the cage card indicates the animal is on some sort of medication. The medication and dosage are listed on the card.

Staff makes additional hand-written notes on the cage card as needed. Please read them carefully as the notes indicate important information about the animals.

SPCA OF LUZERNE COUNTY ADOPTION POLICY

The purpose of this adoption policy is to find responsible, lifelong homes for animals suitable as family companions. The potential adopter must be willing to provide adequate care, companionship, food, water, shelter, veterinary care, along with having the knowledge and desire to abide by animal control laws. Only healthy, temperamentally sound animals will be considered for adoption.

Adoption Guidelines

1. Pennsylvania State law requires that ALL animals adopted from an animal shelter **MUST** be sterilized. Sterilization is mandatory to ensure a positive impact on our community's pet overpopulation tragedy.
 - A. Whenever possible, sterilization should take place at the SPCA of Luzerne County's Clinic before the animal leaves the shelter.
 - B. If sterilization is not possible before the animal leaves the shelter, it **MUST** take place within thirty (30) days of adoption. This must be insured by prepayment of a surgery deposit and the strict enforcement of a sterilization contract.
2. Animals should be placed only with adults, 18 years or older, who intend to keep them **first and foremost as household companions.**
 - A. Dogs should not be placed to serve primarily as guard dogs or hunting dogs.
 - B. Dogs are to be kept in the house with human companionship. In the event that a dog meets the criteria for outdoor living, such as the dog has NO potential for housebreaking, the dog must be physically and temperamentally suited to living outdoors before it can be adopted as an outdoor dog. Arrangements for protection against the elements, and for exercise, along with a willing commitment to spend sufficient and quality time with the dogs is mandatory before the adoption can take place. Shelter Management can make this exception only after a pre-adoption inspection of the proposed living quarters.
 - C. Cats will only be adopted as house pets. They are permitted outdoors when leashed and accompanied by a responsible adult.
3. No animal should be released for adoption as a gift to another person. Gift Certificates are available that can be redeemed, to an adult who meets the criteria for being a responsible owner and is willing to follow these guidelines.
4. Adopters should understand they cannot sell or give adopted animals to another person. They must return the animal to the shelter if the adopter can no longer care for it humanely.
5. The SPCA of Luzerne County retains the right to refuse adoption if it is felt that an animal will not receive proper care.
 - A. Conduct of the adopter can be considered at the time of adoption
 - B. Previous pet history should be taken into consideration.
 - C. Home visits can be made before approving pet adoptions.
 - D. Information on the application must be complete, truthful, and correct.

6. Pet adoptions by staff members must be approved in writing by Shelter Management.
7. The adoption contract is a legal, binding document between the SPCA of Luzerne County and the Adopter.
 - A. Shelter staff will review all contracts before processing the adoption request.
 - B. The SPCA will share pertinent information or necessary documentation about an animal with the adopter.
 - C. Any violation of the signed adoption contract by the adopting party may result in a civil suit against the adopter.
8. Exceptions to the adoption guidelines can only be made with written approval of Shelter Management.
9. Ownership of a previously adopted animal may be transferred to a new adopter according to section 1.d of the Adoption Contract. The original owner must release ownership of the animal to the shelter. The new adopter may then adopt the animal if they meet all adoption guidelines. There will be no adoption charges except the necessary license fee.

GUIDELINES FOR ALL OFFSITE EVENTS WITH ANIMALS

- All adoption days must be set up through the Education & Volunteer Director (EVD) at the SPCA of Luzerne County. Requests must be made in writing on the attached request form a minimum of 30 days in advance of the adoption day. Final dates, times and volunteer coordination will be arranged by the EVD.
- All requests to take animals out of the shelter for any reason, including visits to PetsMart and/or nursing homes, must be in made in writing on the attached request form a minimum of 72 hours in advance, and must be approved prior to an animal leaving the shelter. Approvals will be confirmed via telephone or e-mail. If your request has not been approved, you do not have permission to take an animal from the shelter.
- Take only the pet specified or assigned to you by the EVD or front office staff. All approved and participating animals have been evaluated to ensure their safety at such events.
- Before leaving the shelter with the pet, please make sure you have the following:
 - Adopt me vest or bandanna
 - Copy of the cage card with all of the information about the pet
 - If taking a dog, front office staff will make sure you have the proper collar and tags and leash
 - Bowl for water at the event
 - Small plastic bags for waste disposal
 - A few of the business cards listing adoption hours for the shelter
- If, at any time during the adoption day you find your pet is not getting along with people, other pets, children, etc, please make the SPCA contact aware, and if necessary, they will have you return the pet to the shelter in exchange for another pet.
- If anyone is interested in adopting the pet you have at the event, take the animal back in your car, and the interested party should follow you back to the shelter to complete the adoption process. **UNDER NO CIRCUMSTANCES SHOULD THE PET RIDE IN THE PERSPECTIVE ADOPTER'S VEHICLE.**
- Please do not tell any of the perspective adopters that they can or cannot take the animal home that day. Adoption approval will be dependant upon application approval and possible spaying or neutering procedures.
- Please be sure potential adopters understand that the SPCA makes no guarantees as to the health or disposition of any animal. Also the original information on the cage card was supplied by a previous owner and therefore can not be guaranteed to be accurate.
- Once you have returned to the shelter, you may take another dog back to the event, but only one specified or assigned by staff.
- Return the pet to the shelter by 3:00 p.m. and give front office staff the collar and tags, along with the vest or bandanna, and any other items you have taken out of the shelter.

*** By signing below, I acknowledge that I understand and agree to follow the above guidelines. I also understand that failure to adhere to these policies may result in volunteer dismissal.*

Signature: _____

Date: _____

Adoption Day Request Form

Name of Requestor: _____ Date: _____

Date of Adoption Day: _____ Number of Volunteers Needed: _____

Location of Adoption Day: _____

Animals Requested: _____ Type of Animals: Dogs Cats Rabbits

Adoption Site Contact Information:

Site Name: _____ Site Contact Person: _____

Site Address: _____

Site Phone Number: _____

For Office Use Only	Date Received _____
Date of Event: _____	Time of Event: _____
Approval Date: _____	Staff Sign-off: _____

Off-Site Animal Request Form

Name of Requestor: _____ Date: _____

Date of Offsite Event: _____ Hours of Event: _____

Type of Off-Site Event: PetsMart Nursing Home Other _____

Location of Offsite Event: _____

For Office Use Only	Date Received _____
Date of Event: _____	Time of Event: _____
Approval Date: _____	Staff Sign-off: _____

Important Things I Need to Remember