



VOLUNTEER MANUAL

WELCOME

Welcome to the People for Pets Volunteer Program! Being a volunteer is extremely rewarding, educational and fun! You can have a significant positive impact on the lives of homeless animals. Cuddling a cat, walking a dog, giving a treat or a simple pat on the head will touch your heart and bring you back for more. It's especially rewarding to see how the animals at PFP respond immediately to the love they receive while they are at the shelter.

We appreciate your commitment to help us help them and we know that your time is valuable. Each of you may have different reasons for wanting to be a volunteer, but all of you choose to volunteer at PFP because:

- You want to give love and care for animals desperately needing positive human interaction
- You wish to find homes for animals that deserve a second chance
- You want to help make our community more responsible for our pets
- You want to help save lives

As a volunteer, you are an immeasurable asset to our organization and to the many animals in which need loving homes. This handbook has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools, and animal handling safety. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at PFP.

Thank you for giving your time to the animals at People for Pets. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

People for Pets Staff

HISTORY:

Welcome, from the staff and volunteers of People for Pets-Magic Valley Humane Society, Inc. We are grassroots 501(c)(3) organization that was formed in 1988. Our primary purpose is to assist the local animal shelter by improving the care of their impounded companion animals. We provided the shelter with stainless steel bowls in place of coffee cans and resting boards and paid for kennel barriers between adjacent kennels to help with the prevention and control of disease. Our group also initiated television and newspaper Pet of the Week spots to help find homeless animals' new homes. The euthanasia rate prior to our involvement was nearly ninety percent and has been significantly reduced since our involvement.

Over the last twenty years, we have advanced our role and contract to operate the shelter. The shelter, which did not accept felines or county dogs, was originally designed to serve the city population of 15,000 residents and had only twenty separate dog kennels. We had to move into the garage with cat kenneling and could only house around twenty cats. We have now extended our services to both cats and dogs from the city and county, which has a population of some 65,000 residents. People for Pets-Magic Valley Humane Society, Inc., organized a "Build the Shelter Campaign" in 2002 and successfully raised \$225,000 to support the city to build a new animal shelter. We occupied the new building in the fall of 2004 and are very pleased to be here. A special thanks to everyone who made our dream a reality! People for Pets- Magic Valley Humane Society, Inc. serves nearly twelve hundred adoptable animals per year. Many have at least minor and sometimes significant medical problems. We pride ourselves on trying to help as many of these pets in need as we have annual funding for. Our annual expenditures on adoptable animals' average from \$35,000 to \$50,000. This is using monies other than what we collect in adoption fees.

CORE VALUES:

- Passion – Our staff, volunteers, and supporters share the same values, beliefs, and persistent determination to continuously improve, and fight for animal rights.
- Compassion – We value and respect every life that enters our doors and make decisions based first on the best interest of the animal.
- Respect – We understand the strong relationships between people and animals. We are respectful of that relationship when taking actions or making decisions.
- Collaboration – As an advocate for their well-being, we work with animal-focused individuals and other rescue organizations for a positive solution in the best interest of the animal.
- Integrity – We strive to earn the trust of our community and do what we say we will do. We are truthful, even if the solution isn't popular. Our actions taken are based on what we believe to be in the best interest of the animals.
- Transparency – We are open, truthful, and trustworthy in all we do with and for the animals, and how we manage ourselves fiscally.
- Fiscal Responsibility – We are good stewards of all resources entrusted to us.

WHAT WE DO

- We make dogs and cats available for adoption at our shelter. To do so, all pets are spayed or neutered, have age-appropriate vaccinations, and treated for external and internal parasites... and more!
- People who have lost pets are encouraged to call or come to PFP and inquire to look for their lost pets. Our staff will also search social media for lost & found reports to reunite precious pets with their loving families.
- If PFP receives a stray animal with an ID tag or a microchip, PFP staff will contact the owner to get the pet back to its home.
- Educate and communicate on responsible pet ownership.

WHAT WE ASK OF VOLUNTEERS

That you...

1. Have a genuine concern for animal care and protection.
2. Enjoy working with animals and people.
3. Attend an orientation and any additional training.
4. Make a commitment to work a minimum of 2 days a week during a 6-month period and stick to a consistent schedule if possible.
5. Be an advocate for People for Pets wherever you go.

You will receive...

1. A feeling of accomplishment for contributing to the care and protection of animals.
2. The opportunity to work in a recognized and respected humane organization.
3. Appreciation from staff for your contribution. Although it may not be said often enough, the staff is sincerely grateful for the time and talent you give through your volunteer activities. We need you!
4. Opportunity to meet people with similar interests and make new friends.
5. Plenty of pet kisses, puppy breath and purrs!

POLICIES & PROCEDURES FOR VOLUNTEERS

VOLUNTEER—CLASSIFICATION

PFP Volunteers are classified as “volunteer at will.” Either you or PFP may choose to terminate the volunteer relationship at any time, with or without cause, and with or without notice. The services that you provide at PFP are strictly voluntary. Volunteers do not receive any wages or compensation for these services, nor are made any promises of employment. PFP volunteers are not covered by any Workers Compensation. Your direct supervisor is the People for Pets Volunteer Coordinator. Any concerns about your volunteer classification should be addressed to the Volunteer Coordinator.

AGE REQUIREMENTS/PARENTAL CONSENT

Anyone 18 or older can apply to volunteer at People for Pets. Anyone between the ages of 12 thru 16 can volunteer with a parent or an adult caretaker/mentor. Anyone 16 and over can Volunteer without an adult caretaker/mentor. The parent or guardian must sign the liability waiver form for the minor.

GUIDELINES FOR NEW VOLUNTEERS

Before volunteers are accepted into the PFP volunteer program, volunteers must be able to meet the following guidelines:

1. Able to volunteer 2 days a week for a 6-month period and adhere to a regular schedule if possible
2. Meet the age requirements
3. Have a completed application and waiver on file, and a signed acknowledgement sheet of this document
4. Attend appropriate orientations and trainings when necessary

PROCESS FOR NEW VOLUNTEERS

All potential volunteers must fill out an application, attend a volunteer orientation, and attend any necessary training sessions. Our Volunteer Coordinator will work with you to determine the best volunteer opportunities based on your interests and skills.

ORIENTATION / TRAINING

All volunteers are required to attend Orientation and Training for their specific responsibilities. If you are unable to volunteer for a period of 6 months four hours or longer, refresher training may be required before resuming your volunteer activities. Prior to your return, contact the Volunteer Coordinator. For both human and animal safety, volunteers may only perform duties for which they have been trained. Acting beyond or outside of documented training is prohibited.

SAFETY & ACCIDENT PREVENTION

Safety is our priority at PFP. We strive to provide a clean, hazard-free, and safe environment. As a volunteer, you are expected to take part in maintaining this environment.

Many accidents are prevented by remaining vigilant and careful, including:

- Working within the boundaries of the training you received.
- Observing all posted safety rules, adhering to all safety instructions provided by your supervisor, and using safety equipment as required.
- Learning the location of safety and emergency equipment, as well as safety and/or emergency phone numbers.
- Reporting any malfunctions or problems with safety equipment to your supervisor immediately. Accidents and injuries do happen. In the event of a “near miss” injury or accident, report immediately to the Volunteer Coordinator. Such reports are necessary to comply with laws, ensure the safety, and to help us place adoptable animals in appropriate homes. Volunteers are NOT covered by Worker’s Compensation Insurance—any medical expenses are at the sole expense of the volunteer and/or volunteer’s personal insurance. Please check with your physician prior to volunteering. If you think you may be pregnant or are pregnant and nursing as there may be health risks working with or around animals.

PRACTICING SAFETY AROUND ANIMALS

The shelter environment can be stressful to animals; therefore, behaviors cannot always be predicted. Remember these animals are NOT our pets and may not react the way our pets due to “normal” actions, and therefore extra caution and care is mandatory.

- Handling of animals is strictly prohibited until you have attended training.

Signage on kennels or cat rooms

1. Staff only= These dogs/cats are red for many reasons; some are new which means for 3 days they are staff only while we get to know them and let them adjust to life in the shelter. Some are dogs/cats that have been deemed dangerous, etc. It is VERY important to respect **ALL** handling signs.
2. Yellow = Ask staff. These dogs are yellow for reasons such as: very strong, darts out of kennel, kennel fights, food aggressive in kennel, etc. Make sure to always ask. Once you ask about a yellow dog, you can always walk THAT yellow dog. Any new yellow dog or a yellow dog you have never walked before, ASK
3. Green = Green dogs are dogs that we know do fine with anyone and can be walked without asking. Please remember, they are still dogs and kennel fighting could occur.

Your role is to create a calm, controlled atmosphere for social interaction and /or exercise. Play is to be kept controlled always; overexciting an animal may result in aggression and/or negatively affect its adoptability.

INJURIES

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. If you are injured while at PFP, you must notify the PFP staff immediately and complete an incident report.

There is also a stocked first aid kit in the front office and garage.

ANIMAL CARE

It is expected that PFP Volunteers will treat all animals in the shelter's care with compassion and gentleness. Ask for assistance from PFP staff when needed and use caution at all times. Make sure to notify PFP staff of any observations or information you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases. Volunteers are not to take any animals from the shelter without approval from PFP staff. A volunteer doing so will be subject to dismissal. Policy and procedure decisions concerning shelter operations and animal care are ultimately the responsibility of staff and administration and must be respected and followed by all volunteers. Please leave pet counseling and advice to our experienced staff. The staff has access to each pet's behavior and medical profile. While we know, you have the best of intentions, personal opinions may not serve in the best interest of an adopter or pet. In addition, please be mindful of the privacy of our customers. Refrain from joining in on customer/staff conversations, which may be of a sensitive nature.

EUTHANASIA

At PFP, euthanasia is only done in cases where there is no good medical solution or if there is an extreme behavioral situation that cannot be corrected. It is always our last option. We strive to place our animals into the right home or rescue. We hope that through spay and neuter efforts and humane education, there will be far fewer cats and dogs needing homes. However, as a volunteer for PFP, you may be exposed to animals facing euthanasia, even though you will never witness it. PFP uses a humane method of euthanasia. Whether or not you personally agree with the practice, even though this does not happen often, it is a reality at any shelter.

STRESS REDUCTION

Stress is a primary factor affecting an animal's immune system. One of our most important jobs is to keep our animals' stress levels as low as possible. Speak softly, move slowly, project a calm presence.

- If you discover an animal out of its kennel, DO NOT reach out to grab it. Close any doors in the immediate area and alert a staff member, who will safely retrieve an animal.
- If involved in animal socialization, remember that all animals must be kept separate always, i.e., no touching or interaction. Prohibiting contact between animals reduces the spread of disease AND the possibility of animal aggression, especially under times of stress.
- If you witness a fight, DO NOT attempt to break it up. Fights often sound worse than they are, however, only trained staff members are authorized to intervene. Immediately get a staff member.
- Bringing your own pet to the shelter while volunteering is prohibited. Remember, accidents do happen.
- You are required to report any bite, scratch, or other injury to PFP staff immediately, no matter how small or insignificant it may seem. Medical history is often uncertain in many animals. There is also a first aid cabinet in the breakroom.

HYGIENE

Frequent hand washing while volunteering is mandatory. Washing hands helps eliminate the risk of becoming ill yourself and helps prevent the spread of disease throughout the shelter. Alternatively, you may wear latex gloves provided by the shelter during your volunteer shift. Wall dispensers of disinfectant gel can be found throughout the shelter. Disinfectant gel does NOT kill parvo virus, which is highly contagious to animals. Hand washing is our/your best defense.

VOLUNTEER HOURS

Volunteers can volunteer at the shelter: Monday– Friday 10-1:15 2:30-5. Volunteer hours are available on Saturday 10-2pm and Sunday upon approval by the Volunteer Coordinator.

CODE OF CONDUCT

RESPECTFUL BEHAVIOR

As a member of the PFP team, you are a representative of PFP's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public, fellow volunteers, and the staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination, or vulgar language will not be tolerated, and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written materials as well as personal interactions with staff, other volunteers, and members of the public. Bottom line– commit to providing excellent customer service to our visitors, staff, and fellow volunteers.

PRIVACY POLICY AND CONVEYING CORRECT INFORMATION

Information pertaining to PFP records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are sure you have current, accurate information. When in doubt, always refer the person to PFP staff. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of shelter customers or staff members. Do not write notes on cages or place signs without PFP staff approval.

DRESS CODE

As a shelter representative, casual clothing is encouraged along with a neat, tidy appearance. Come prepared with the mindset that anything that you wear will get dirty. When working with animals you're advised to cover as much skin as possible to avoid scratches. Clothing must be laundered between visits to the shelter to reduce the spread of disease and viruses. As a PFP volunteer, you are required to wear the following during each volunteer activity for PFP.

- Volunteer badge
- Close-toed shoes are required. Please no sandals or flip flops. Rubber boots are recommended.
- Long pants/shorts to the knee are recommended but not required
- No dangling jewelry/hoop earrings
- Be cautious with hats & sunglasses as they could be "triggers" for certain dogs

VOLUNTEER COMMUNICATION

The Volunteer Coordinator will send out information primarily via text message or email. We encourage you to keep your information updated.

BREAKS

Volunteers may take their breaks in the designated break room. Please respect others property in the break room. The refrigerator may be used for snacks/beverages; please take these items home with you at the end of your volunteer shift. Volunteers are encouraged to utilize designated break areas. Please avoid "hanging out" in the Front Office areas.

PERSONAL ITEMS

PFP is not responsible for lost, stolen, or damaged belongings. Please leave all valuables at home; no valuables should be left in your vehicle.

Volunteers are not to be in any unauthorized or unapproved area without staff approval. Unauthorized areas include isolation areas, and veterinary areas.

VISITORS & PETS

Visitors (family, friends, and children) are always prohibited during your volunteer shift and in staff/volunteer areas. Many volunteers enjoy sharing their volunteer activities with friends and family. If you would like to volunteer with another person, please contact the Volunteer Coordinator to arrange for volunteer training for all people involved. Pets are not allowed at the facility unless you have staff permission.

PERSONAL PHONE CALLS

PFP asks volunteers to refrain from using cell phones during their volunteer shift. Personal phone calls disrupt our focus of caring for animals and providing exceptional customer service. If you need to answer or place a call during your shift, please return any animal you are working with before doing so as handling animals while distracted is dangerous for both you and the animal.

Social media

Online communication tools such as blogs and social media networks (e.g., Facebook, Twitter, and Instagram) are becoming the go-to channels for people who are interested in keeping up with People for Pets. For that reason, and because your behavior as a volunteer reflects on PFP, please use good judgment whenever you contribute to PFPs' social media pages. We encourage volunteers to join online conversations and spread the word about PFP and the animals, but you should never speak as an official representative of PFP. When you are engaging with others via social media on behalf of PFP, please keep in mind the following:

- **Be transparent:** Identify yourself as a volunteer of PFP.
- **Be accurate:** Make sure you check your facts with a staff member who's involved with the issue before posting. Take every precaution to gather the most current information available. Be the first to acknowledge and correct your own mistakes.
- **Provide resources:** Link back to our website whenever you can so that people can see where your information is coming from.
- **Be considerate:** Please do not use profanity, derogatory language, or personal attacks, or engage in any other inappropriate conduct.
- **Be real:** Do not just copy and paste press releases or website content. Take talking points and put them in your own words. (The one exception is when you are quoting someone or using an official statement.)
- **Be professional:** Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or PFP. If you have any doubts about the appropriateness of your involvement in an online discussion, please disengage or do not get involved in the first place. Pass along the link to your volunteer coordinator.
- Do not disclose personal information about co-workers, volunteers, or former employees.
- **Please follow guidelines:** If you are a member of a Facebook Group (volunteer, foster, etc.) run by PFP, please follow all guidelines created by the administrators of the page. Failure to follow guidelines may result in removal of the group.

You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach and more. However, PFP volunteers are prohibited from starting any new social media properties that represent the organization. If you have any questions about this, please contact your volunteer coordinator.

Speaking on Behalf of PFP: Media Contact and Public Commentary Media relations can be complex. For that reason, we ask that, as a PFP volunteer, you don't speak for PFP with the media or at public meetings (e.g., city council meetings) without prior permission from your direct supervisor. Please send all media inquiries and inquiries related to public commentary directly to your supervisor. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

WEAPONS

Unauthorized possession of a weapon or firearm during and during a volunteer's official duties is prohibited. The possession of any dangerous weapon by any person while on company property is strictly prohibited.

USE OF COMPANY PROPERTY

PFP will provide you with the necessary equipment/supplies for your tasks. This equipment is not for personal use and is to remain on PFP property. Volunteer use of company phones, computers, printers, and electronic equipment is prohibited unless approved by the Director. The PFP premises, telephones, and computers are not to be used for volunteers or others to engage in the practice of soliciting collections or donations; selling raffles, goods, or services; operating betting pools; or solicitations of any kind. Computers may only be used for tasks assigned by the Volunteer Coordinator.

SMOKING

Smoking is prohibited in all buildings. Volunteers who wish to smoke must do so in designated smoking areas outside and properly dispose of butts.

SUBSTANCE ABUSE POLICY

No volunteer/employee can consume, possess, sell, or purchase any alcoholic beverage on any property owned by the PFP, or in any vehicle owned or leased by PFP. No volunteer/employee may use, possess, sell, transfer, or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity while working for the PFP. Volunteers may use medication prescribed by a physician if it does not impair ability to perform essential functions of the job effectively and in a safe manner. PFP does not tolerate volunteers that are impaired by or under the influence of alcohol or drugs while working.

DISEASE TRANSMISSION & CONTROL

PFP is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a volunteer at PFP, you must be sure to wash your hands frequently as well as clean all animal handling equipment to prevent the spread of disease in the shelter. If you are bitten or scratched, you must report the incident to PFP staff. The animal may be quarantined for observation. You are responsible for your own personal health and are advised to seek medical treatment from your doctor.

The most dangerous threat to an animal in a shelter environment is disease. A major part of our job as staff and volunteers is to reduce the chance that an animal will become ill during its stay at PFP.

- A healthy animal may be carrying a virus while exhibiting no symptoms.
- A disease which may generally exhibit itself mildly in an owned pet in a home can be deadly to shelter animals whose immune systems have been weakened by stress

COMMUNITY GROUPS, ACTIVITIES, & EVENTS:

PFP schedules and plans activities and events (on-site as well as off-site) for awareness, fundraising, and other outreach initiatives. All events and activities must be approved by a PFP staff member. Any group or organization wishing to hold an event or group volunteer project must contact the PFP staff in advance to make arrangements. We appreciate all the work you do, and we are excited that you are thinking of People for Pets! Let's work together to make it a great event!

CONFIDENTIALITY

As a condition of volunteer service, all volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This information includes PFP personnel information, client or customer information, suppliers, procedures, cost of merchandise/services, sales data, price lists, financial information, records, business plans, prospect names, business opportunities, confidential reports, customer lists and contracts, as well as any other overall business of the PFP. Violations of the confidentiality section of the Volunteer Handbook is considered a serious matter and may result in disciplinary action or termination. Responses to requests for information from outsiders (such as the press or social media) about an animal, an employee, the PFP or any other shelter-related activities are to be given only by authorized personnel. All such inquiries must be directed to your supervisor. If you are ever unsure of your obligations under this policy, consult with the Volunteer Coordinator and/or Executive Director.

HARASSMENT POLICY

PFP strives to provide a safe and enjoyable experience for all volunteers, staff, and visitors. Harassment is defined (from the viewpoint of the victim) as: the act of systematic and/or continued unwanted and annoying actions of one party or a group, including threats and demands. Harassment includes sexual, physical, or verbal comments or actions. Please inform the Volunteer Coordinator and/or Shelter Manager if you witness or experience any form of harassment while serving at PFP. Harassment of any form is not tolerated and will result in immediate dismissal of volunteer/staff and/or immediate removal of the visitor.

TERMINATION POLICY

Volunteers may choose or be asked to discontinue their volunteer service to PFP. The procedures for termination are as follows:

- Voluntary: If a volunteer wishes to end their service, we ask that the individual make known his/her intentions to the Volunteer Coordinator. If possible, we ask that our volunteers let us know in advance, so that the necessary arrangements can be made to fill the position they are leaving.
- Involuntary: Volunteers who do not adhere to the rules and regulations of PFP are subject to dismissal.

VOLUNTEER OPPORTUNITIES

Volunteer Training has a variety of training, on the volunteer opportunities that interest you! All volunteers must attend PFP's Shelter Orientation Class to be able to volunteer at the shelter. If you are interested in additional tasks at PFP, additional small group or private trainings will be required. Do you have a large group or club that is interested in volunteer? Speak with the Volunteer Coordinator to schedule a private orientation class for your group!

- Cleaning
- Dog Walking
- Feline Enrichment

Cleaning- All paw colors

With over 750 animals in our care annually at PFP, there is A LOT to clean and mountains of laundry to do! We have a great staff of kennel attendants, but we can always use additional help! We take pride in the cleanliness of our facility, and it is a 24-hour job and the health of the animals in our care depend on it!

Key Responsibilities

1. Washing dishes and litter pans, toys, etc.
2. Spot cleaning cages and kennels
3. Mopping floors
4. Refresh food and water for animals
5. Sweeping isles
6. Scooping poop in outside run/yard
7. Cleaning windows
8. Scooping litter boxes

Dog Walking – Orange/Yellow/Green Paw

The dogs in our care need some exercise and excitement! As a volunteer, you can provide them with playful companionship and training that will help land them the home of their dreams! Dog walking training will start when you reach these levels.

Key Responsibilities:

1. Safely provide the animals in our care with a relaxing or playful experience.
2. Help ensure that all dogs up for adoption have an opportunity to enjoy time outside.
3. Volunteers must have attended the Volunteer Orientation and Dog Walking Training Class.
4. Volunteers must wear closed-toed shoes for protection while handling the animals.

Location:

With permission from PFP staff you may be allowed to walk dogs off PFP property.

Instructions to Begin:

Safe dog-walking procedures:

- Unlock Kennel
- Lasso Dog with leash- Slide down leather stopper
- Keep the dog between you and the wall when taking the dog outside. Do not allow dog to walk next to kennels as some will want to "kennel fight"

- Do not allow dogs to go nose to nose with other dogs, unless you have permission from PFP for a play group.
- Report all incidents or any medical conditions to the PFP staff.

Feline Enrichment - Orange/Yellow/Green Paw

Come and spend some time with the available kitties for adoption in the PFP Cat Rooms! Some of the adoptable cats' maul new volunteers– seeking attention from newcomers! Others, however, may be a bit shy and need some coaxing to come out of their shell! From giving treats, loving on, playing with, grooming, and tidying up their space– we need help making our cat rooms presentable for adopters and spotlighting our adoptable cats in the best way! Additional training will happen when you reach this level

Key Responsibilities

1. Safely provide the animals in the care of PFP with a relaxing and playful experience.
2. Ensure that all the animals have a clean space, including but not limited to fresh food, water, toys, litter boxes, and beds/blankets!

VOLUNTEER TRAINING QUICK REFERENCE GUIDE

1. Volunteer Sign- In
We know who is here & when
Tracks volunteer hours which help us with certain grants

2. Staff Only Yellow, Green system

Staff only. These dogs are red for many reasons, some are new which means for 3 days they are staff only while we get to know them and let them adjust to life in the shelter. Some are dogs that have been deemed dangerous, etc. It is VERY important to respect **ALL** handling signs.

Yellow = Ask staff. These dogs are yellow for reasons such as: very strong, darts out of kennel, kennel fights, food aggressive in kennel, etc. Make sure to always ask. Once you ask about a yellow dog, you can always walk THAT yellow dog. Any new yellow dog or a yellow dog you have never walked before, ASK.

Green = Green dogs are dogs that we know do fine with anyone and can be walked without asking. Please remember, they are still dogs and kennel fighting could occur.

3. Janitor Closet- watering cans, mop, poop scoops, etc.

*Watering cans = can fill up in maintenance room sink, always make sure water bowls are full whether inside or out.

*Mop – if a dog messes in their kennel, you can help the kennel attendants by either taking the dog outside (if allowed) or mopping the kennel out.

*Poop scoops- there is always poop that needs scooped outside. Walk the yard both in the runs, the big, fenced area, and the front yard.

4. Location of leashes

*The front Office and Garage area

*Volunteers can put a harness on a dog they have been cleared to walk if they feel more comfortable with a harness, especially for stronger dogs.

5. Adoption Room

*Days where weather is not ideal, they can take dogs into the meet & greet to interact. Nice days, please take the dogs outside for fresh air and an extra walk- it's good for them!

6. Laundry room

* They may fold the laundry and put away. After training volunteers can load washer and dryer, we appreciate it!

*With approval, can give dogs baths.

7. Food/Dish room

*Staff will feed dogs on their daily schedule.

*Dishes always need done. Every dog & cat gets fresh bowls every day! Staff will have sink ready to go. There is a small amount of bleach added to the water. Make sure bowls are washed thoroughly and placed on towel on counter to dry.

8. Garage

*Kennels are wiped out every day.

*Extra supplies- treats, food, paper towels, cleaner, etc., kept in the garage. Must ask before getting any of these items.

9. Kennels

*Opening kennels, making sure kennels are latched after putting a dog back.

*Pay attention to kennels and place dog in correct kennel after walking

*When getting a dog out, walk dog closest to the wall. Place yourself between dog and other kennels.

10. Cats

*Cats are more easy-going and easier to care for than the dogs. However, they still need attention and one-on-one time, so please stop in to pet them and love on them.

*With approval, will be able to help clean litter boxes.

*When exiting the cat room, make sure the door is shut. Escape artists cats will let the cats out into the kennel area if not closed.

*If you notice a mess in the cat rooms, there is a broom & dustpan in each room. If you need help, please find a kennel attendant.

CONTACT INFORMATION AND SHELTER HOURS

Animal Shelter phone number: 208-736-2299

Debbie Blackwood: Director
TFAnmalshelter@gmail.com

Rebecca: Volunteer Coordinator/ Cat team lead
TFASRebcca@gmail.com

Mallory: Kennel Manager
TFASMallory@gmail.com

Cassie: Office manager
Cassietfasofficemgr@gmail.com

Shalen: Transport Coordinator/Assistant Office Manager
Shalentfasoffice@gmail.com

Hours:

Monday- Friday 10:00am-5:00pm (closed from 1:15-2:30 for lunch)

Saturday: 10:00am-2:00pm

Sunday and holidays: Closed

****All dogs must be returned to their kennels 15 minutes before closing****

VOLUNTEER ACKNOWLEDGEMENT STATEMENT

My signature signifies that I have received a copy of the Volunteer Handbook of People for Pets (PFP). I understand that the handbook provides general guidelines of the PFP volunteer practices and policies, and by evidence of my signature, I hereby certify that I have read and understand its contents. I recognize my responsibility to read and review this handbook regularly and seek clarification from my supervisor, if needed. I further understand and agree that this handbook is not binding as a contract and my volunteer service is “at will”, which means either PFP or I may end the volunteer relationship with or without cause or notice. People for Pets reserves the right to change, add, delete, or modify any provisions in this handbook.

Dated: ____/____/_____

Volunteer Signature Parent/Guardian Signature (if under 18)

PFP Management Signature & Title

****Please Sign and return *this page only* to the office Staff****