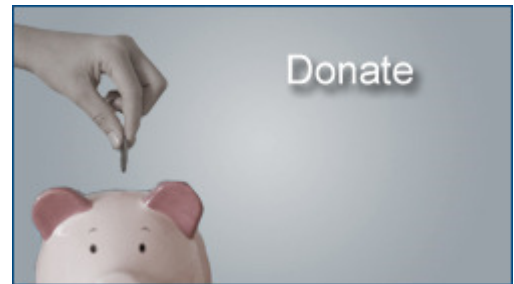




BLUE MOUNTAIN HUMANE SOCIETY



Volunteer Orientation Manual 2010



STAFF

Sara Archer – Executive Director
Nimo Kiliona – Business Office Manager
Michelle Miller, LVT – Director of Shelter Operations
Angela Coombs – Animal Care Manager
Whitney Majors – Animal Care Manager
Danielle Orchard – Coordinator of Volunteers & Humane Education
Joshua Friedman – Walla Walla County Animal Control Officer (ACO)

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Kathy Ruggeri, *Trustee*
Barbara Clark, *City Representative*

Directors Emeritus:

Dr. Susan Fazzari
Kathy Kaping
Parley Pearce
Clifton Ferguson
John Kerns
Helen Logan-Schneider

SHELTER OPERATIONS

Mon – Friday	12pm to 6pm
Saturday	10am to 4pm
Sunday	Closed to public



Volunteer “drop in” times (unscheduled) are:

- 12pm to 4:30pm Monday through Friday
- 10am to 1:30pm Saturday
- Volunteers unable to commit to a scheduled position are asked to volunteer for a maximum of 30 minutes, 3 days per week.



BMHS' MISSION

Our mission is to prevent cruelty and promote kindness to companion animals in our community.

VALUES

We are committed to stopping the euthanasia of healthy, adoptable pets by ending overpopulation and homelessness. To achieve this, we provide quality shelter, spay/neuter, foster care, adoption, and re-homing services for companion animals in our community. We provide spay/neuter and humane education, animal control services, and cruelty & neglect investigation services to ensure that companion animals have homes with responsible, committed and loving caregivers.

HIGHLIGHTS FROM 2009



In 2009 the Blue Mountain Humane Society found homes for over **698** animals: **380** dogs, **307** cats and **11** other pets. We are especially pleased that all adopted dogs and cats were spayed or neutered before going to their new homes.

Our commitment not to euthanize in order to make space requires us to get creative with the space we have and to seek partnerships with other animal welfare groups. With the help of dedicated staff and volunteers we were able to transfer **154** dogs and **5** cats to shelters and rescue organizations around the region. Each one of them was eventually adopted!

Thanks to increased awareness and participation in our licensing efforts, we reunited **359** dogs with their owners in 2009. Many others were returned directly to their owners by local animal control officers without ever having to come to the shelter. With increased awareness about personalized pet identification and with the addition of microchips to our adoption package, we were able to reunite **19** cats with their owners.

BMHS continues to recruit and train volunteers who assist daily at the shelter in every aspect of our operations. There are many opportunities and a variety of areas where volunteers can help.

In 2009 BMHS became the official adoption partner with PETCO at the Walla Walla store. BMHS needs regularly scheduled volunteers to:

-  Clean the "Cat Corner" at PETCO as well as socialize with the cats – 15 minutes to 2 hour shifts.
-  Adopt-A-Thons – One weekend each month. Greet the public, explain adoptions, answer questions and handle adoptable dogs at PETCO. – 4 hour shift.

VOLUNTEER POLICIES AND PROCEDURES

1. Volunteer Commitment

- a. Volunteers must be 14 years of age, or accompanied by an adult if 13 and under.
- b. Volunteers are asked to sign up for a minimum of (1) one hour shift per week for a period of three months. For everyone's ease in scheduling, it is preferable that the shifts are identical and repetitive (for example, each Monday at 4 p.m.).
- c. Volunteers are asked to unfold newspapers for a minimum of 10 minutes per volunteer shift.
- d. Schedule Volunteers are held accountable for their attendance. Failure to report for a *scheduled* shift without calling at least 2 hours in advance can cause hardship for staff and other volunteers. We understand that occasional unforeseen circumstances can and will occur. Good communication is the key to keeping things running smoothly.
- e. Volunteers are asked to call in when they are sick, with at least 2 hours notice prior to the start of their shift. It is best to keep illness away from the visitors, employees and other volunteers at the shelter. If you or your pets at home have an easily transferred illness, like ringworm, parvo, etc. DO NOT come to the shelter for your volunteer shift. Such illnesses are deadly for animals and could cause a shelter-wide epidemic.
- f. Volunteers are expected to seek training and advice from staff members when confronted with a new or unfamiliar situation. We also ask that volunteers remain open to unsolicited training or coaching from either a staff member or more experienced volunteer.
- g. Volunteers are expected to be as productive in their volunteer position as they would be in a paid position. If a volunteer requires excessive monitoring by the staff, the value of the time contributed diminishes greatly. We want you to enjoy your work environment, and we would be honored if you recruited your friends to volunteer with you. Just remember that you are here to do a job – an extremely valuable one! Keep the chatter to a minimum, and stick to business while at the shelter.

2. Dress Code

Dress with your duties in mind, but please be neat and remember that while volunteering you are a representative of the Blue Mountain Humane Society. You must wear:

- 🐾 Volunteer Badge / Volunteer T-Shirt.
- 🐾 Closed toed shoes (tennis shoes or boots).
- 🐾 Long pants (jeans) even during the hot weather. NO SHORTS!!
- 🐾 Sleeved shirt. NO TANK TOPS!
- 🐾 We recommend bringing gloves to use while dog walking.
- 🐾 A tip: keep a certain set of clothes and shoes specifically for your job at the Shelter. When you get home, put wash your clothing right away and wipe your shoes off with a product that contains bleach. This precaution helps prevent diseases from spreading.






3. Record all Volunteer Hours

All volunteers must sign-in when reporting for duty and sign-out when they leave. During the time that you are volunteering at the shelter, we have limited legal responsibilities for your safety. The time clock, therefore, constitutes legal documentation of authorized volunteer time and must not be forged for any reason. **NO ONE MAY SIGN-IN OR OUT FOR ANOTHER PERSON.**

4. Injury

Official volunteers (authorized by the Volunteer Coordinator and whose applications and records are maintained in the Volunteer Service Department) are covered by Workers' Compensation Insurance. If you get hurt while on authorized duty, report your injury to your work area supervisor immediately whether or not you think you need medical care. You will be asked to:

-  Complete an Incident Report form, clearly describing what happened.
-  Sign and date the form.
-  Have your work area supervisor sign the form.

5. Training

Training in specific jobs will be on the job during your first volunteer session(s).

5a. Advancement

We have a tiered system for defining jobs. Everyone starts at an entry level position and works to higher levels of responsibilities after receiving training and proving they are capable of performing assigned duties. If you need to ask yourself if you should proceed with an activity, you probably shouldn't. When you have received proper training for your environment, you won't have to ask.

6. Public Relations

All of our jobs require that volunteers are comfortable and well prepared to interact with the public, our customers. You must always be professional, courteous, and helpful while volunteering. However, please do not discuss policies, procedures or cases with members of the public unless you have been thoroughly trained to talk on these subjects. Until you have been trained and are comfortable, always refer the customer to the front desk area with questions.

REMEMBER, the number of knowledgeable and friendly people in the shelter who can competently assist our customers will translate directly into the number of animals that will be successfully adopted. It should be everyone's goal to be as helpful to the customers as possible.



7. Confidentiality

Not every animal in the shelter is available for adoption. While they are waiting to be legally cleared for adoption, they wait in “impound”, an area of the shelter that is separated from our adoptable animals. Some of the animals in impound are waiting for their owners to claim them, some have not been legally separated from their owners and others are very ill. We cannot cover every possible reason for confidentiality, but we must stress that we have a legal responsibility to keep every animals’ situation confidential. **Do not discuss any animal(s) on the impound side of the building outside this facility.** Do not trust our confidential information with anyone – not your family, your neighbors or your best friends.

8. Adoption Procedure

Unless you are thoroughly trained, do not answer questions about the adoption procedure. However, you can answer questions about specific animals on the adoption floor if you know the animal.

9. Euthanasia

We are committed to stop the euthanasia of healthy, adoptable pets. There are times when an animal is hurt, suffering or aggressive and we believe the most humane thing to do is put them to sleep. Volunteers are **not** involved in the euthanasia process. If you have questions about euthanasia, please see your Volunteer Coordinator.

10. Complaints

If you have a complaint or problem, report it right away to the Volunteer Coordinator. We have an “open door” policy and you are always welcome to speak with them by phone or in person.

You have the right to address the Executive Director at any time, if you are unable to resolve your complaint satisfactorily with your immediate Supervisor or Volunteer Coordinator.

11. Resignation

When you leave the volunteer program, for whatever reasons, please inform the Volunteer Coordinator. This enables us to keep accurate records and acknowledge you for your service and the difference you’ve made in the animals’ lives.

12. Termination

BMHS reserves the right to terminate a volunteer’s service if, at the BMHS’ discretion, it appears to be in the best interest of the organization and/or the volunteer. Possible grounds for termination may include, but are not limited to the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of BMHS equipment or materials, abuse or mistreatment of staff or volunteers at BMHS, abuse or mistreatment of animals anywhere, failure to adhere to agency policies and procedures, failure to meet physical or mental standards of



performance, failure to satisfactorily perform assigned duties, and behavior that is deemed detrimental to the overall mission or success of BMHS.

SAFETY, DISEASE & PREVENTION

If an animal shows any of these symptoms, you should notify the Front Desk Staff or Animal Care Manager immediately.

1. Discharge from eyes or nose
2. Coughing
3. Loss of appetite
4. Lack of energy
5. Blood in stool (poop)
6. Diarrhea
7. Vomiting
8. Dehydration
9. Abnormal gait (limping etc.)
10. Excessive drooling
11. Worms in stool (poop)
12. Fleas or ticks
13. Wounds or bald spots






STEPS FOR DISEASE PREVENTION

1. Vaccinations
2. Health Checks
3. Proper Sanitation
4. Isolation of ill animals
5. Reduction of stress
6. Proper diet
7. Reduction of over-crowding of animals
8. Elimination of worms, fleas, and ticks.

HAND WASHING

Proper hand washing is the **number one way to avoid the spread of infection**. Be sure to use soap, water, and FRICTION when washing your hands and wash hands for a **minimum** of 30 seconds. It is extremely important for the health and safety of all our animals to **wash hands or use hand sanitizer between handling each animal**.

SAFETY

-  DO NOT allow dogs to interact unless you've been trained to do so.
-  Walk, DON'T run!
-  Wear shoes with NON-SKID soles.
-  DO NOT place cords near heat or water.
-  DO NOT touch anything electric with wet hands.

SPILLS

If you see anything spilled on the floor, please make sure you know what it is before you clean it up. If it is a puddle next to the mop bucket, it's probably mop water and can be mopped up. If it's a puddle of yellow liquid, a dog probably stopped to mark his spot and it can be mopped up. If you're not sure what the spill is, please let the front desk know right away.

ISOLATION ROOMS: Isolation rooms are identified by a special ISOLATION sign. Volunteers are **NOT** to enter isolation rooms under any circumstances.



AVAILABLE SCHEDULED VOLUNTEER POSITIONS

CAT CARE ASSISTANTS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Area of the Shelter: Cat & Kitten Adopt

Duties: Feed, water and socialize with all cats/kittens on the adopt floor.

Change litter in pans before shelter closes for the night. Make sure all cats have a clean bed for the night. Laundry on occasion.

PUPPY / SMALL DOG CARE ASSISTANTS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Area of the Shelter: Puppy / Small Dog Adopt

Duties: Make sure all dogs/puppies have a full bowl of water. Do a “quick clean” in each kennel (pick up any dog/puppy poop & clean up urination.

Assist in feeding all small dog/puppies. Change out newspaper bedding if needed. Unfold Newspaper in newspaper room. Laundry on occasion.

BIG DOG CARE ASSISTANTS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 1 hour. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Area of the Shelter: Big Dog Adopt

Duties: Feed, water and socialize with all dogs on the adopt floor. Assist in nightly feeding. Check to make sure all dogs have water. Replace beds if needed. Do a “quick clean” in each kennel (pick up any poop & clean up urination). Laundry on occasion.



DOG WALKERS

Number of positions available: Need at least 3 volunteers for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Area of the Shelter: Small Dog/Puppy Adopt and Big Dog Adopt

Duties: Walk and socialize with all dogs in the adoption areas. Each dog must get at least 15 minutes of walking and/or play. Puppies under 6 months old cannot go outside, but need to be taken to designated play rooms for 15 minutes of play time. Must mop up play rooms between each use and clean up any messes. While walking dogs, must clean up any messes made in/outside, including poop scooping.

GROOMERS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older

Area of the Shelter: Grooming room

Duties: Bathe adoptable animals (wash and dry). Brush out dog/cat's coats (furminate!). Check animals for any fleas/ticks/ringworm/injuries/etc. Must notify Coordinator of Volunteers & Humane Education or Animal Care staff of any injuries/abnormalities found. Trim toenails (dogs only). Assist in taking great photos of each adoptable animal for BMHS websites/advertising.

GROUNDSKEEPERS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Fri).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Area of the Shelter: Outside grounds.

Duties: Collect and throw away any garbage on property. Clean outside dog runs (picking up poop and exchanging dirty toys with clean toys). Poop scoop grounds. Edge and mow lawn areas. Clean out garbage buckets and bins. Assist in organizing materials that are stored outside.



DOG DAY OUTING – DOG HANDLERS

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 18 years and older

Area of the Shelter: Outside grounds.

Duties: Select a suitable dog to take off of the BMHS property for a walk downtown, to the park, or other visible public location in the hopes of that dog getting adopted. Dogs must be signed out and approved by front desk staff. Dogs must also be fitted with an “adopt me!” jacket, BMHS collar, leash and ID tag. Handlers will be given a list of emergency numbers so such need arise while off campus.

PETCO CAT CARE ASSISTANTS

Number of positions available: Need at least 2 volunteers for each day of the week (Mon-Sun).

Hours: Range from 15 min. to 2 hours. Hours available: AM Shift starts at 8am. PM Shift start at 6pm.

Age: 14 years and older (if under 14, must have a parent/guardian to supervise/assist).

Location: Petco’s Cat Corner (Petco Store – 1725 Twin Creek Lane, Walla Walla).

Duties: Feed, water and socialize with all cats/kittens at Petco. Clean litter in pans replace with fresh litter. Make sure all cats have a clean bed. Clean up and organize the BMHS informational table.

ADOPTION ASSISTANT

Number of positions available: Need at least 1 volunteer for each day of the week (Mon-Sat).

Hours: Range from 30 min. to 2 hours. Hours available: 1pm-5pm Mon-Fri. and 11am-3pm Sat.

Age: 16 years and older.

Area of the Shelter: Adoption areas.

Duties: Assist customer service staff in welcoming potential adopters and showing them where all of the adoptable pets are located. Talk to potential adopters about what they are looking for in a new pet. Share information about the adoptable animals currently in the shelter with potential adopters. Help with pet introductions when potential adopters bring in their dogs / cats to meet our pets. Assist potential adopters in taking shelter pets to and from play areas. Clean up play areas between each animals’ use. See complete volunteer job description for more detailed information.



VOLUNTEER HUMANE EDUCATORS – August through June

Number of positions available: Varies

Hours: Times and dates will vary depending on the event.

Age: 18 years and older

Locations: Will vary depending on the event.

Duties: To help educate the public about the important animal care and welfare issues. Help organize and prepare presentation materials. Walk dogs and prior to transporting to educational events. Help load & transport animals to event. Handle animals during presentations, allowing people to safely interact with the animals. Answer questions and inform the public about the topics you are familiar with. See complete volunteer job description for more detailed information.

VOLUNTEER FUNDRAISING & SPECIAL EVENT COORDINATOR

Number of positions available: 2-5

Hours: Times and dates will vary depending on the event.

Age: 16 years and older.

Area of the Shelter: Adoptions Areas. Most events will take place off site.

Duties: To help in the planning and execution of fundraising campaigns and events. BMHS currently holds one annual major fundraising event in October each year; the Furr-Ball. BMHS also holds small community events throughout the year (parades, farmer's market, etc.). See complete volunteer job description for more detailed information.