



# Volunteer Handbook

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Web: [www.caloosahumanesociety.org](http://www.caloosahumanesociety.org)

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**WELCOME NEW VOLUNTEER!**

We are so pleased that you have chosen to donate a very precious commodity to us -your time and talents. Caloosa Humane Society could not exist without the support of our volunteers who bring a diversity of interests, capabilities and caring to our volunteer programs.

We want each volunteer to feel that he/she is a part of our team, as important to the success of our program as is our paid staff. Your suggestions and ideas are important to us and we welcome them at any time. Also, if you should have a problem you would like to discuss concerning your assignment at the Society, please feel free to contact our Shelter Manager to assist you in making your association with us a pleasurable experience.

Every effort is made to accommodate a volunteer's desires for placement in the program, and if, at any time you would like to make a change in your commitment to the volunteer program, do not hesitate to let us know. A happy volunteer is an effective volunteer.

If we at the Humane Society can do anything to make your experience with us more pleasurable, please let us know.

Again, thank you for your interest. We appreciate it--and our animal residents most certainly appreciate it.

*Ida Erwin*

Ida Erwin

## **ABOUT THE CALOOSA HUMANE SOCIETY**

The Mission of Caloosa Humane Society is to serve, shelter, and protect the homeless pets in our care. We are dedicated to finding permanent and loving adoptive homes for our companion animals in need. Our no-kill facility provides low cost spay/neuter services to the community with the goal of reducing the extreme overpopulation of unwanted pets.

### **OUR VISION**

Our vision is for a community free of unwanted homeless pets where all adoptable companion animals have a loving forever home.

### **OUR CORE VALUES**

Lead with Compassion

Community Outreach & Animal Welfare Education

Provide Low Cost Spay/Neuter Services & Veterinary Care

Partner with the Community to Promote Responsible Animal Care

Fiscal Responsibility

### **OUR HISTORY**

Driven by his unwavering desire to help homeless animals, the vision of Cornelius “Kees” Huijer became a reality in August, 2001, when the Caloosa Humane Society opened its doors. Mr. Huijer’s estate directed one million dollars be dedicated to the creation and maintenance of a humane society and animal care facility to serve the forsaken pets of rural Hendry and Glades counties. These funds were entrusted to the Southwest Florida Community Foundation.

Mr. Huijer retired to the Turkey Creek area of Ortona. Originally from the Dutch East Indies, he was educated as an engineer at the University in the Hague, and employed by Mobil Oil Company. He was a man of strong intellect, spoke five languages and had a great knowledge of history.

Caloosa Humane Society owes its existence to Cornelius Huijer – a compassionate visionary whose legacy lives on in this no-kill facility.

**Locations and Hours**

***Adoption Center***

**Address:**

1200 Pratt Blvd.  
LaBelle, Florida 33935  
(863) 675-0997

**Adoption Center Hours:**

Monday & Saturday:

11-4pm

Tuesday - Friday

11-5pm

Sunday: Closed

***Veterinary Clinic***

**Address:**

1050 Commerce Dr.  
LaBelle, Florida 33935

**Hours of Operation:**

Monday - Friday:

8-5pm

Open every third

Saturday by  
Appointment

## ***What the Society Expects from You***

As a volunteer representing Caloosa Humane Society, your conduct and interaction with team members, other volunteers and the public is expected to always be professional and courteous. By volunteering, you are making a commitment to our team and our pets to carry out, to the best of your abilities, the tasks you have pledged to perform.

The Volunteer Code of Ethics clarifies the expectations and principals for Caloosa Humane Society volunteers. Should a volunteer display unprofessional, dishonest or disrespectful behavior or exhibit a lack of self-discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for termination of volunteer status.

### ***Code of Ethics***

#### ***Respect***

- Respect others even when you may not agree with them
- Display courtesy, sensitivity, consideration and compassion for people and animals
- Use good judgment in recognizing the scope of authority of team members

#### ***Safety***

- Keep safety at the forefront of all volunteer activities
- Follow the guidelines presented to me during training and mentoring
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to a team member

#### ***Communication***

- Direct questions, comments, concerns to the appropriate party
- Listen to the needs of others
- Recognize communication both verbally and non-verbally
- Advise personnel of relevant information regarding the animals in our care and my involvement at the shelter

#### ***Commitment***

- Respect that the team and the animals count on me to honor my commitments
- Work together with team members and other volunteers to meet Caloosa Humane Society goals.

#### ***Welfare***

- Value my role in the maintenance and growth of the organization
- Strive to promote a positive environment
- Respect and support all people and animals

## Policies and Procedures

### ***Age Requirements***

Caloosa Humane Society is committed to creating families and helping people of all ages experience the true joy pets bring into our lives. The following opportunities are available to enrich the lives of youth in our community.

**Children (12 and under):** Unfortunately, we do not have a space for safe interaction between our general shelter dog population and young children. However, children under the age of 12 are encouraged to get involved by running donation drives and fundraisers, as well as being a part of a foster family for an animal in need! Please email Ida Erwin [sheltermanager@caloosahumanesociety.org](mailto:sheltermanager@caloosahumanesociety.org) for more details.

**Children (12-16):** Children between the ages of 12 and 16 are invited with their parents to visit the Main Shelter any time during open adoptions hours. The Adoption Center has several rooms with free-roaming cats, and we invite young children and their parents to interact with these cats while they gauge whether or not they would like to take the next step to become a regular, committed volunteer. If not, no problem - you can always keep visiting! If interested in volunteering, there are some further steps you can take to becoming a volunteer.

These volunteers **AND** their parent/guardian **MUST:**

- complete Volunteer application (last page of the handbook)
- be supervised by a parent/guardian at all times

Volunteer Activities include:

- Laundry
- Straightening up cat rooms
- Washing windows
- Reading to the cats
- Assisting adoptions
- Other special project

**Children (16):** Volunteers aged 16 and older may volunteer independently. Children must be at least 16 years old or older to volunteer in the dog areas, even with a parent or guardian. Volunteers under the age of 18 must have a parent or guardian sign a release and waiver of liability prior to working in the shelter.

## ***Appropriate Attire***

Appropriate Attire must be worn when working at the shelter or at offsite locations.

Appropriate Attire consists of:

- Caloosa Humane Society branded shirt
- Closed-toe, rubber-soled shoes
- Long pants (when working with animals)

What **NOT** to wear:

- NO midriff shirts
- NO shirts that associate with other organizations
- NO dangling or hoop jewelry
- NO loose clothing
- NO open toe shoes or sandals

Plain or other animal welfare-related shirts may be worn with a volunteer name badge, only if the shirt does not identify them as representatives of any other organization. Dress for volunteers handling animals should be casual and practical but also tidy and clean. Certain volunteer jobs may require different or more professional attire.

## ***Commitment***

A minimum of 4 hours per month for the first 3 months is required for new volunteers to be oriented, trained, comfortable, and confident team members. If you are unable to make this commitment, there are other wonderful ways to help out! For information on donation drives and projects, visit <http://caloosahumanesociety.org>.

The Humane Society depends heavily on Volunteers in our community who generously give their time and talents to make our goals possible. When you accept a Volunteer assignment, the Humane Society depends on you for the execution and completion of that assignment. If you are not here, the assignment must then be completed by a member of our staff whose time is already fully claimed by other tasks.

With this in mind, we ask each of you to determine if you have the time and dedication to allot to the animals, to other volunteers and the CHS staff who are similarly committed. Consider whether you can commit to a weekly schedule, a monthly schedule, a minimum number of hours per shift or per project. Think of your time here as a job where your unexpected absence will affect the animals and people who depend upon you. If you are unable at any time to keep the commitment you have made, please let the Shelter Manager know as early as you can so that other arrangements can be made.



## ***Communication***

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all the Society methods of communication, including this Volunteer Manual, discussions with your supervisor, staff meetings, newsletters, training sessions, etc.

## ***Supervision***

Your immediate supervisor is the person on the management team who is closest to you and your work. Your day-to-day contact with your supervisor gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. Your supervisor can show you how your work fits into the overall picture, teach you how to do things, explain the "hows" and "whys," and encourage you when things look a little tough.

Your supervisor is in charge of the department in which you work. He or she is responsible for the efficient and proper operation of the department. Your supervisor has the authority to assign work; recommend transfers, and dismissals from volunteer roles; and to maintain order and discipline. This may be accomplished by the supervisor personally or through his or her assistant, if any.

Remember, your supervisor knows most of the answers, and, if not, knows where to get them. Your supervisor may have started in a volunteer role much like yours and can guide and help you. Please get to know your area supervisor, and when you need help or have questions, complaints, problems or suggestions, contact your supervisor first. He or she is interested in your success, the success of every volunteer in that department, and the overall success of the Society.

Your supervisor is human, has many responsibilities, and needs your cooperation, assistance, and loyalty. If he or she cannot help you or answer your question, your question will be referred to someone who can. You can expect to be treated fairly and with respect. Like the Society, your area supervisor has a direct interest in you. He or she wants you to consider him or her as your advisor, friend and mentor.

Feel free to ask for clarification of policies, regulations or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your area supervisor. If at any time you do not feel you can speak to your area supervisor, please come directly to the Shelter Manager for assistance.

## ***Customer Service***

The success of the Society depends upon the quality of the relationships between the Society, our employees, our customers, our suppliers and the general public. Our customers' impression of the Society and their interest and willingness to use our services is greatly formed by the people who serve them. In a sense, regardless of your position, you are the Society's ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, the Society and the Society's services. Here are several things you can do to help give everyone a good impression of the Society:

1. Act competently and deal with everyone in a courteous and respectful manner.
2. Always recognize someone who is waiting, and tell them that you (or someone) will help them as soon as possible.
3. Communicate pleasantly and respectfully with other employees at all times.
4. Provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
5. Take great pride in your work and enjoy doing your very best.

These are the building blocks for your and the Society's continued success. Thank you for adding your support.

## ***Open Door Policy***

Normally, you will be expected to use the Grievances/Suggestions Procedure outlined earlier in this Manual to resolve a problem. If the problem or complaint is of a personal nature, or a very delicate matter, you may meet first with the volunteer manager to discuss it. He or she will decide if you should first discuss the problem with your immediate supervisor. If so, you will be directed to use the Grievances procedure discussed below. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the Grievances procedure, the management person you contact will take the appropriate action.

## ***Personal Property***

The Company is not liable for lost, misplaced or stolen property. You should take all precautions necessary to safeguard your personal possessions. You should refrain from having your personal mail sent to the Company because mail may be automatically opened. Your work area and any other Company property are subject to inspection search at any time, with or without notice. Desks and office areas are to be kept as neat and organized as possible.

## **Confidentiality**

Our customers often entrust the Society with important information relating to their personal matters. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, the Society earns the respect and further trust of our customers.

- All information gathered by, retained or generated by the Company is confidential.
- Any violation of confidentiality seriously injures the Society's reputation and effectiveness.
- Please do not discuss Society business with anyone who does not work for **us**

Casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what they might do with information they get from you.

If you are questioned by someone outside the Society or your department and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer.

**NO ONE** is permitted to remove or make copies of any of the Society records, reports or documents without prior approval given by the Executive Director. Because of its seriousness, disclosure of confidential information could lead to disciplinary action, up to and including termination of volunteer.

## **Business Gifts**

No employee may solicit a personal gift, and no employee may accept a personal gift of more than nominal value from a customer, visitor, volunteer, donor, and supplier or vendor representative.

Employees are not permitted to give gifts to clients or suppliers, except for certain promotional "premiums" that are imprinted with the Society logo or sales information. The gifts that **ARE ALLOWED** to be given or accepted include:

- T-shirts
- Coffee mugs
- Pens or Pencils
- Key chains
- Pins
- Stickers or Labels

These nominal valued gifts are generally valued at less than a dollar.

Examples of gifts that **ARE NOT ALLOWED** to be accepted include:

- Cash (cash, checks, credit, stocks, bonds, property)
- Tips from visitors or customers in the form of cash
- Items that were intended as donations, such as pet food, carriers, leashes, meds, etc.
- Monetary donations for work performed in the line of duty
- Rebates, discounts, cash back bonuses, vendor kickbacks, etc.

All the above may be accepted **ONLY** on the behalf of CHS and donated back to the Humane Society.

The offer to attend a Society event or function i.e., the gala or fashion show, as the guest of a volunteer or donor is forbidden, as there is a significant monetary value associated with that ticket. No monetary loans from volunteers to staff may be accepted under any circumstances. Violation of this policy will result in immediate termination of the employee

## ***Grievances***

All grievances should be brought to the attention of the area supervisor or Volunteer Manager. If the issue is not solved and/or addressed by the Shelter Manager, please see the Executive Director.

## ***Surrendering a Pet***

The Caloosa Humane Society surrender policy for employees applies equally to volunteers. You may **NOT** surrender your pet to CHS:

- It is not a benefit of volunteering or employment to create more homeless pets by surrendering yours to CHS.
- Employees and volunteers should be the role models for forever homes.
- CHS should not be used by employees or volunteers as a rescue for other rescues and should not use their relationship with CHS to supersede the society's surrender policies concerning lost or stray pets.

## ***Conflict of Interest***

The Society is judged by the collective and individual performance of its officers, volunteers and employees. The Society has a particular interest in preserving its reputation and the reputation of its volunteers for the utmost honesty and integrity. Thus, the Society holds itself and its volunteers to the highest standards of lawful and ethical conduct.

Therefore, you must be very careful that your relationship with clients or vendors or other activities do not subject you or the Society to question or undue criticism. You must refrain from engaging in any activity that could be in conflict with your status as a Society volunteer. Good judgment and common sense are to supplement these provisions to avoid even the appearance of impropriety. To the extent there is a conflict or ambiguity between permissive conduct and that which is not permitted, the latter shall have precedence.

If you question the propriety of a transaction or activity, you should seek guidance from your supervisor or a member of management of the Society. If necessary, you should seek written approval.

## ***Anti-Harassment***

Caloosa Humane Society is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, sexual preference, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated and are grounds for termination of the volunteer relationship. What to do if you experience or witness sexual or other unlawful harassment:

1. Report it to the Shelter Manager immediately.
2. If the Shelter Manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director.
3. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual harassment will be quickly and discreetly investigated.

## ***Non-Disclosure***

Non-Disclosure The protection of confidential business information is vital to the interests and success of Caloosa Humane Society. Such confidential information includes, but is not limited to, the following examples:

- Trade secrets or technical information
- Computer processes
- Customer lists
- Adoption, volunteer and employment applications
- Customer preferences
- Marketing strategies
- Event plans
- Financial records

Volunteers who improperly use or disclose trade secrets or confidential business information will be subject to termination of volunteer duties even if they do not actually benefit from the disclosed information.

## ***Social Media***

The Society recognizes that volunteers may have personal accounts like

- Facebook
- Linked-In
- Instagram
- SnapChat
- Twitter
- Web-based email accounts (Gmail, Hotmail and Yahoo!)

## Facebook

Volunteers may not use their personal or other Facebook accounts in any way prohibited as described above.

- Our private Facebook pages and groups are places for volunteers and staff to share constructive information, talk about adoptions and success stories and discuss available animals that may need extra attention.
- We also use them to inform you of changes, updates, or current needs.
- These groups are not intended for conversation about euthanasia, policies, specifics of an animal's medical care, or general complaints.
- To ensure effective and accurate communication concerning topics of this nature, please direct questions, comments, and concerns to a Volunteer Manager or the appropriate staff leadership in that department.

Should volunteers elect to log onto or access social media from the society's electronic assets of technology, computers or internet access that such volunteers shall have no expectation of privacy as to any information that they input or review while in contact with social media,

Utilizing social media via the company's electronic assets of technology, computers or internet access, employees understand that they are providing the company with access to their social media

Therefore agree that a volunteer's actions to access social media from the company's electronic assets constitutes the volunteers' understanding that the employee has no expectation in privacy and consents that the company may access the employee's social media.

The company may review materials that may be resident on the social media, including:

- Passwords
- Text messages
- Tweets
- Email communications
- PDF's
- Pictures that are sent to volunteers or reviewed by volunteers on the social media

Volunteers may not include any client or company trade secret or confidential information and may not make any statements that would give the impression that the views they have expressed are the opinions of the company.

Volunteers **MAY NOT** do any of the following:

- Post derogatory information about the company on any such sites
- Post online forums using any official company email address
- Post any company telephone number or extension
- Post of the company's logos, drawings, trademarks, copyrights or other photographs associated with the company in conjunction with such activities.
- Blogging or other forms of social media or technology
- Publicly discuss clients, products, employees or any work-related matters

Caloosa Humane Society takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of the organization to protect itself from unauthorized disclosure of information and conduct contrary to the Mission.

### ***Disciplinary Actions***

- Disciplinary Actions may include:
  - o Gross misconduct or insubordination
  - o Being under the influence of or possession of alcohol or illegal drugs
  - o Theft, misuse of equipment or materials
  - o Abuse or mistreatment of pets, customers, staff or other volunteers
  - o Failure to abide by policies and procedures
  - o Failure to meet physical or mental standards of performance or failure to satisfactorily perform assigned duties.

Disciplinary action may include a private conversation with the Shelter Manager and/or other members of Leadership, probation and/or dismissal.

### **Dismissal Grievances:**

Dismissal Volunteers who do not adhere to the rules and regulations of Caloosa Humane Society, who fail to satisfactorily perform volunteer duties, or is not a good fit for CHS may be subject to dismissal. Caloosa Humane Society reserves the right to dismiss a volunteer without warning or cause.

## VOLUNTEER POSITIONS

### ***Lobby/Reception***

The Volunteer at the reception desk in the adoption center lobby is the first contact many people have with the Caloosa Humane Society.

- **Duties include:** answering phones, greeting visitors and clients, assisting with inquiries, directions, referral to appropriate staff, general clerical duties, retail sales and other special projects as needed.
  
- **Qualifications:**
  - o An outgoing and positive attitude.
  - o An ability to communicate with the public volunteers and staff in a pleasant, courteous and tactful manner.
  - o With training be able to handle multi-line phone and fast paced reception area
  - o Be responsible, organized and able to work independently.
  - o Have a genuine concern for the welfare of animals consistent with the philosophy of the Caloosa Humane Society.
  - o Be willing to commit to a weekly schedule (minimum of 3 hours per week)
  
- **Training:**
  - o Attend individual training session with an experienced volunteer or staff member.
  - o Shadow an experienced volunteer during their regular shifts.

### ***Housekeeping***

What it is: Shelter housekeeping is not a glamorous job, but a necessary one. You don't need to go to a special class--it's on the job training! You can help any Monday- Sunday from 8am to 11am.

#### **Guidelines:**

Always wear long pants and closed toed shoes (please do not wear medical scrubs as the public can mistake you for medical or adoption staff). Ask an employee where and how to sign in/out. You will be assigned to a volunteer or staff member who will help you get started with 'on the job training'. Thank you for volunteering for a very important job!

#### **Assist shelter staff:**

- distribute clean litter pans/clean and refill dirty litter pans
- clean dirty cat brushes and litter scoops
- Morning laundry: separate, wash, dry, and fold
- Morning cat/dog food and dishes: wash, dry, restack
- Clean glass windows and doors
- Light housekeeping in cat and kitten rooms
- assist with small animal care
- refill hand sanitizer



## ***Driving***

Thank you for signing up to transport our pets and supplies. Please continue to let us know if you have suggestions or problems.

### **Guidelines:**

- Tell the receptionist that you are the courier. They will give you the keys to the red Ford Freestar or white Ford Econoline.
- Supplies and animals may be waiting for you at the front door, or at the animal receiving door in intake. Receptionist will advise and direct.

## ***Feline Volunteers***

What it is: As a Feline Volunteer, you help us to present a friendly and professional first impression to the public. Your role is to assist our visitors in learning more about the cats and kittens in our care and the basic adoption policies and procedures that Caloosa Humane Society follows. You are also a valued assistant to the adoption center and cat care staff, providing routine daily cat care and serving as an additional observer for possible medical and behavioral issues.

### **How to get there:**

Our program consists of class and hands-on instruction to provide you the tools you need to be an effective and knowledgeable Feline Volunteer. This includes shadow session(s) with an experienced cat care volunteer.

### **Skills & benefits:**

- Ability and willingness to follow CHS policy and protocols.
- Desire to provide friendly and knowledgeable customer service.
- Assist adoption counselors and cat care staff as needed.
- Participation in off-site events.
- Assist with finding a forever home for the cat.

*Endless cat (and kittens) purrs & licks!*

### **As a Feline Volunteer your love for cats can really shine. Your job will include:**

- Welcoming the public
- Explaining Benchwarmers and other special adoption programs.
- Assist adoption counselors and cat care staff.
- Work with individual cats & kittens through playtime and socialization skills.
- Help with cat care and housekeeping chores and behind the scenes areas.

## ***Canine Volunteer***

As a Canine Volunteer for Caloosa Humane Society, you are entrusted with the proper care and handling of the dogs in the kennels while promoting the development of certain skills and behaviors.

### **About our training program:**

Our program is based in positive reinforcement and the science of canine behavior. All activities that you do with the dogs in our care is designed to promote the following:

- Impulse Control
- Cooperative skill sets
- Social Tolerance
- Social Adaptability

### **Skills you will need:**

- Ability and willingness to follow CHS policy and protocols
- Skill and willingness to learn about canine behavior and follow shelter dog handling procedures
- Possess the physical strength and dexterity to handle shelter dogs within your training level
- Be able to manage the behavior of multiple dogs in single kennels
- Be able to lift 30 lbs. or more
- Be able to attend up to 25 hours of training that includes classroom instruction, hands on and shadow sessions

## ***Feline Club***

### **Feline Club Guidelines:**

- This program is for students from 12-16 years old. Student must be accompanied by a parent (or Guardian) at all times. Both parent and student should complete, sign and return a parent-student application.
- Student will assist with cat and kitten socialization and any staff or Feline directed projects that arise.
- Students may not work with dogs and puppies until they are 17 yrs. Old.
- Student should sign in and out at the front lobby: via the student logbook on each visit.
- Long pants and closed-toe shoes are required. Remember that you represent the Humane Society whenever you volunteer; appropriate attire is expected.
- Cell phone use is discouraged except for emergencies. No earbuds or headphones are permitted while volunteering.
- Food and drinks should not be brought into any cat room. Please consume snacks in the employee break room.
- This is a no-smoking campus, including the parking lot.

The Shelter Manager will provide you with any needed documentation or letter of completion for school service learning requirements. All class and training sessions are eligible for school credit.

After completing 20 hours of service students may apply to become a Feline Volunteer allowing them access to adult volunteer areas and responsibilities. Requirements include completing a successful shadow session. Please contact the Shelter Manager for details.

## Assisted Living Visitations

The Caloosa Humane Society is dedicated to providing companion pet therapy teams involving cats as well as dogs to the community. Cats and handlers participating in the program must adhere to the following minimum requirements. We promote the following protocols for all teams working under the leadership of the Humane Society.

### ***Temperament Assessment:***

- Shelter cats, kittens and puppies are assessed by their handlers to insure that the animals are calm, are willing to be held, will wear a harness and leash and are not prone to bite or scratch.
- If necessary, nails will be trimmed prior to a visit in the community.

### ***Medical Assessment:***

Therapy teams making visits to LaBelle area nursing homes, nursery schools, day-care centers, elementary, middle and high schools using shelter animals can be assured that the shelter animals have had all age-appropriate vaccinations, parasite control medication, negative fecal findings for hookworm, roundworm and other parasites.

- Cats and kittens are feline leukemia and FIV negative.
- Make a careful visual inspection of the animal just prior to taking the pet out for a visit in case it has developed any new conditions that can be acquired in the shelter.
- Detection will result in a follow-up.
- Except under unusual conditions, animals under treatment should not make visits outside the shelter.
- Cats and kittens with confirmed ringworm are isolated from the general population and are not available for visits.
- Animals with newly observed conditions should remain in the shelter for examination and treatment.

### ***Adoption Center Requirements:***

1. Check to make sure the animal is not on hold.
2. Confirm with an employee that the pet you are taking is available for outside visits.
3. Sign yourself and the pet out at the front desk.
4. Take a pet carrier, leash and harness from the designated storage area. Line the carrier with clean towels. When you return place the dirty towels in the laundry and return the carrier to the designated storage area.

### ***Specific Facility Requirements:***

- A participating facility may have specific requirements for pet visits, whether involving dogs or cats.
- Hospice requires a separate orientation.
- Federal drug screening and proof of negative TB testing.

## ***Therapy Pet Cat and Handler Protocol:***

Our goal is to provide comfort and feline or canine companionship to those in assisted living, hospitals and long-term care facilities. As a member of the therapy team of the Caloosa Humane Society, you help us achieve this mission by providing service in your home community.

### ***Attire:***

We ask that you adhere to our dress code at all times. Please do not wear sandals or heels of any kind.

### ***Health:***

If you feel like you are coming down with a cold or flu, by all means cancel your pet visit. Residents of nursing homes or hospitals will often have compromised immune systems; we do not wish to expose them to additional germs or viruses. Advise the Humane Society and the facility you are visiting if you must cancel.

### ***Check-In:***

Please check in at the front desk EACH time you visit a facility. Ask if there are any areas that may be restricted to you because you have a cat/kitten or puppy with you. Do not enter any dining facilities or private rest room areas.

### ***Representation:***

Please keep in mind that you represent the Caloosa Humane Society on all visits. We look to you and your cat, kitten or puppy to be proud ambassadors of the missions and focus of our organization. Please take the time to learn how to effectively communicate our missions and goals.

### ***Incident Report:***

You are required to immediately file a written report regarding any incident where an animal may have growled, lunged at a patient, or if the animal has made any type of tooth or claw contact. YOU MUST FILE THIS EVEN IF THERE IS NO APPARENT INJURY.

Upon return to the shelter obtain an Incident report from an employee. Complete the form and submit it to either an employee or the Shelter Manager.

### ***Minimum Handler Skills and Requirements:***

Please give the following careful consideration:

- Demonstrate active and compassionate listening skills.
- Understand and follow current laws of confidentiality regarding the privacy of medical data.
- Demonstrate disability etiquette, wheelchair etiquette and proper terminology regarding people with disabilities.
- Understand infection control issues and Zoonotic concerns.
- Remain aware of the visiting animal at all times and remain in control of its behavior/demeanor.
- Praise good behavior and redirect inappropriate behavior.
- Assist the animal in carrying out the tasks needed for the job.
- Recognize stress in the animal and put a cat/kitten/puppy back in its carrier if necessary and return to the shelter.

## ***Visit Procedures:***

Please adhere to all requirements of each facility. Be aware of all emergency exits and quiet places that may provide a brief respite to a cat who has experienced stress.

### **DO's:**

- Carry a small blanket or towel on which the cat/kitten can sit.
- Knock before entering any room, even if the door is open.
- Most facilities have a designated unit where these patients are cared for. Be aware of its location.
- Ask facility's managers if there is a question about the suitability of pet visits for Alzheimer's patients in earlier stages of the disease.
- Most cats or kittens do not need to use the litter box in the relatively short duration of a pet visit. If, however, your animal relieves itself, advise the facility staff immediately.
- When taking a puppy please take 'puppy waste bags' and a towel with you.
- Always consult with the facility's staff if an accident occurs.
- Place the animal in its carrier and return to the Humane Society as soon as possible.
- Advise a staff member so that the condition you noted can be checked. The cat or puppy must remain in your control at all times. Adult cats, large kittens and puppies should be in a harness with a leash. Very small kittens (8 to 12 weeks of age) can be held, but must remain under your control. All cats, kittens and puppies must be transported to and from a pet visit in an appropriate cat carrier.

**THERE IS NO EXCEPTION TO THIS RULE.**

### **DONT's:**

- **DO NOT** place a cat/kitten or puppy directly onto any bedding surface of a patient.
- **DO NOT** knock if you can see the patient is asleep.
- **DO NOT** interact with patients experiencing the final stages of Alzheimer's disease.

Cats/kittens or puppies with a newly discovered medical problem will not be allowed on future visits until the medical condition has been remedied.

## ANIMAL WELFARE

### ***Disease Control Procedures***

- Be sure to properly sanitize your hands between handling each pet.
- Always clean up feces immediately.
- When cleaning, follow the procedures provided in training below.

### **Disinfectant for kennels:**

- Bleach is diluted to 1 cup per 2 gallons of water.
- Allowed to sit with wet contact for at least 5 minutes.
- Staff and trained volunteers may dilute Bleach in spray bottles.

Volunteers are the eyes and the ears of the animals. If you see any of the following symptoms, please report to a staff member.

- Eyes that are watery, swollen, or have discharge
- Ears that are red, swollen, or have a foul odor
- Nose has discharge
- Animal is sneezing, coughing or wheezing
- Animal has wounds, lesions or hair loss
- Constipation or runny/bloody stool
- Animal is vomiting
- Animal is lethargic

### ***Bites***

- All bites must be reported to a staff member and an incident report will be filled out.
- Any animal that has bitten staff, volunteers or a member or the public must be reported to City of LaBelle Animal Control and go on 10-day bite quarantine to be observed by a veterinarian.
- If a bite is not reported it is grounds for immediate dismissal from volunteer duties.

### ***Euthanasia***

Humane Euthanasia is provided as to alleviate animal suffering. It is done by injection of Sodium Pentobarbital by certified technicians or the veterinarian, as this is the most humane method. Maintaining a balanced attitude toward euthanasia is not easy. Animal shelters find themselves in the double bind of being responsible for humanely sheltering the animals entrusted to them, while sometimes euthanizing the animals for which they have cared, due to illness or change in temperament. CHS does not euthanize for space, but it is sometimes necessary to euthanize for the safety of the public or to relieve animal suffering. Humane treatment of animals is always our primary objective. Volunteers are not involved in this process. However, if you feel that an animal may be suffering or is dangerous, please bring this to the attention of a staff member.

Feel free to address any questions regarding the euthanasia policy with the Executive Director.

## **HEALTH, SAFETY & SECURITY**

### ***Drug and Alcohol***

Alcohol and Drug Policy of Caloosa Humane Society is committed to providing a safe, efficient and productive environment for all employees and volunteers. Using, possessing or being under the influence of drugs or alcohol at the facility poses serious safety and health risks. While on Caloosa Humane Society property and while conducting business related activities off premises, no volunteer may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted at the facility only if it does not impair a volunteer's ability to perform essential functions of the job effectively and in a safe manner that does not endanger other individuals.

### ***Certificate of Ability***

Any volunteer or potential volunteer that is under the care of a doctor for either physical or psychological treatment may be asked to provide a certificate from the doctor as to their ability to satisfactorily or safely perform their volunteer duties. Volunteers under the course of treatment that might affect their volunteer work will not be accepted without written verification of suitability from their doctor. Any volunteer who, after acceptance and assignment by Caloosa Humane Society, enters a course of treatment that might adversely impact the performance of their duties should consult with the Shelter Manager.

### ***Safety***

Maintaining the security of the Society buildings and vehicles is every volunteer's responsibility. For example:

- Always keep cash properly secured.
- Know the location of all fire extinguishers, first aid kits and alarms, and familiarize yourself with the proper procedure for using them.
- If you are the last to leave the Society's premises at the end of the day, make sure that all entrances are properly locked and secured and call a staff member to make sure that the alarm is set.

### ***Restricted Areas***

In the interest of safety and security, certain portions of the Society's facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

### ***Volunteer Insurance***

Caloosa Humane Society holds secondary/supplemental volunteer insurance through Pet Point NGHS. If you experience an accident on Humane Society Property, please tell your area supervisor or staff member immediately. All accidents will require an incident report and claims will be submitted to our insurance company.

## ***Theft***

Internal theft is a serious problem for the Society. Although taking small items of the Society property may seem inconsequential, the cumulative effect can be very large. Stealing from the Society is stealing from the animals. Losses from theft immediately affect our ability to care for the animals, pay employees, continue benefits, or increase salaries, and can jeopardize the financial status of the Society.

Property theft of any type will not be tolerated by the Society. We consider property theft to be the unauthorized use of Society services or facilities or the taking of any Society property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities which are unacceptable:

- Use of Society copy machines for personal use. If you must make personal copies you must consult management for the proper procedure.
- Use of computers. They are for business use only.
- Taking of Society property.

## ***Penalty Clause***

Unauthorized possession or removal of Society property, or practicing any of the above examples, is a very serious offense. Any violation of this policy will result in immediate discipline. Any theft from the Society may be considered a crime which is reported to the police authorities. NO ONE should be so foolish as to think he/she is so indispensable as to be able to escape such discipline, which may include IMMEDIATE dismissal as well as having criminal charges brought when appropriate. HONESTY is most important.

## ***Violence***

It is the intent to provide a safe workplace for volunteers and to provide a comfortable and secure atmosphere for customers and others with whom we do business. There is a zero tolerance policy for violent acts or threats. Any volunteer who commits or threatens to commit a violent act against any person while on the premises will be subject to immediate discharge.

Volunteers share the responsibility in identification and alleviation of threatening or violent behaviors. Any volunteer who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor or a member of management. Any threat reported will be carefully investigated and volunteer confidentiality will be maintained to the fullest extent possible.

## ***Fire***

We schedule drills throughout the year for volunteer safety. Your area supervisor can answer any questions you may have about what to do. Please familiarize yourself with the nearest emergency exits.



## ***Hurricane/Storm/Other Disasters***

The Society's Disaster Plan shall be reviewed well beforehand, all preparations made, and the plan followed. In case of hurricane threats, it may be desirable to have volunteers (employees can be particularly helpful) to stay on the society premises to feed and care for the animals.

## **Emergency Procedures:**

In emergency situations, it is Caloosa Humane Society's policy to leave animals in their kennel until emergency rescue workers arrive. In cases of emergencies, please familiarize yourself with the nearest exits.

## **ACKNOWLEDGEMENT OF MANUAL**

***By accepting this manual, you are agreeing to the terms of the outlined policy and procedure. It is up to you to familiarize yourself with the manual and understand them as they affect your volunteer activities. All volunteers are subject to the hold and harmless agreement below.***

In consideration of Caloosa Humane Society (CHS) accepting my application for participation in volunteer programs, you agree to release and hold harmless CHS from and against any and all loss, damage, claims, liability, costs, and expenses, of any nature whatsoever, including without limitation attorney's fees and disbursements, arising from or occasioned by my participation in CHS programs. You understand there are certain risks inherent in handling animals and you accept those risks. You understand if an accident or injury should occur, no matter how minor, that you will notify CHS staff immediately and seek any necessary medical attention utilizing my own medical insurance.



## **Volunteer Application**

Caloosa Humane Society encourages the participation of volunteers who support our mission.

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Local Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

**CHS communicates by email whenever possible, please print your email address.**

Email: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Employer: \_\_\_\_\_

Are you a seasonal resident:      YES      NO

If yes, which months are you here? \_\_\_\_\_

Student:                      YES      NO

Can you commit to regularly scheduled duties?      YES      NO

Why do you want to volunteer? Personal Enrichment: \_\_\_\_\_ School Credit: \_\_\_\_\_

Other:

\_\_\_\_\_

Please summarize your experience with animals:

\_\_\_\_\_

\_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Caloosa Humane Society, 1200 Pratt Blvd., P.O. Box 2337, LaBelle, FL 33975 863-675-0997 Email:  
pets@caloosahumanesociety.org Website: www.caloosahumanesociety.org**

# CHS Volunteer Handbook

In consideration of Caloosa Humane Society (CHS) accepting my application for participation in volunteer programs, I agree to release and hold harmless CHS from and against any and all loss, damage, claims, liability, costs, and expenses, of any nature whatsoever, including without limitation attorney's fees and disbursements, arising from or occasioned by my participation in CHS programs. I understand there are certain risks inherent in handling animals, which may include severe injury or death and I accept those risks. I understand if an accident or injury should occur, no matter how minor, that I would notify CHS staff immediately and seek any necessary medical attention utilizing my own medical insurance.

**I agree that CHS may photograph my participation in this program, and I hereby release any such photographs to CHS for use in its programs, publications and purposes. I have read and agree to follow the Volunteer Manual.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Signature of volunteer OR Parent/Guardian if volunteer is under 18 years of age.**

Relationship to volunteer: \_\_\_\_\_

Phone: \_\_\_\_\_

## Volunteer Age Requirements

Caloosa Humane Society (CHS) believes in the importance of allowing our younger animal lovers participate in shelter activities. In order to make a child's experience at CHS as enjoyable and safe as possible certain rules are expected to be followed.

Age requirements:

No children under the age of 12 years will be permitted to participate in any volunteer opportunities at CHS.

Children from the ages of 12-15 are permitted to volunteer with a parent present at all times and will adhere to the following restrictions/guidelines:

- The parent/legal guardian of child must also be a registered volunteer with CHS.
- There must be one parent/guardian per child volunteering. The parent will need to be present with the child throughout participation in any activities at CHS.
- Children and young teens may only walk puppies under the age of 4 months that are designated as safe by CHS staff. Walking/socializing of designated puppies is only permitted within fenced CHS play yard.
- Children may accompany guardian on walks outside of play yard with dogs over the age of 4 months, as long as guardian maintains control of leash at all times.
- Children or young adults MAY NOT be dropped off at CHS or left unattended at any time.

Teens from the ages of 16-17 are permitted to participate in all volunteer opportunities, needing a parent/legal guardian to co-sign volunteer agreement. \*

- Any teen that exhibits actions of misconduct may be dismissed from volunteer duties at anytime without warning or explanation based on the discretion of CHS staff.

Any person of 18 years of age or older will be considered an adult, rendering them responsible for their own consent or actions. \*

- Any high school/college students requiring community service hours for a school related function will be expected to participate in the day-to-day operations of CHS in order for their hours to be signed off on.

I agree with the above statements and will abide to them at all times.

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Signature

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Date