



# Volunteer Handbook

Revised July 1, 2011

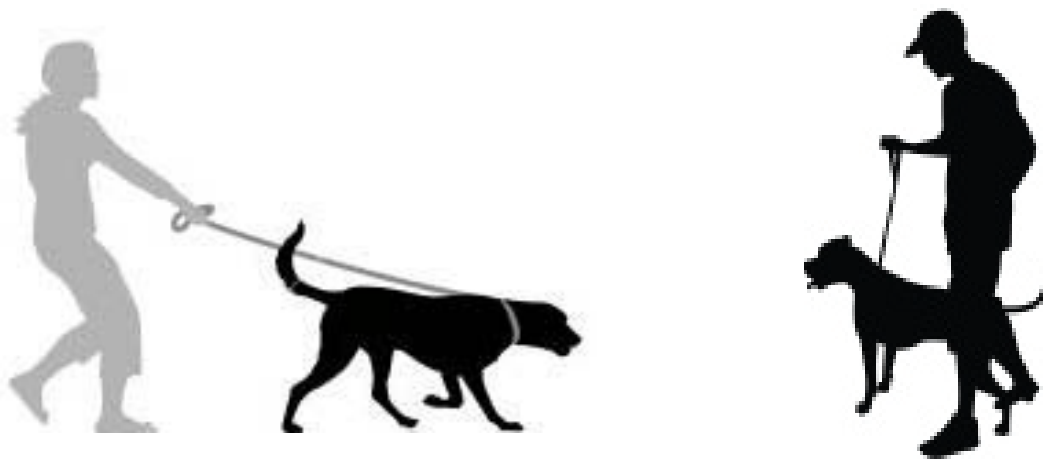


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## **Mission**

The West Columbia Gorge Humane Society's (WCGHS) mission is to care for, shelter, and find loving homes for the animals entrusted to us. We dedicate resources to quality adoptions, foster homes, and community outreach and educational programs promoting the humane treatment of all animals. Our vision is that every companion animal born will be welcomed into a responsible, loving home, where a lifetime commitment is made to their welfare.

## **History**

The WCGHS is a no-kill, independent, non-profit animal shelter established in 1994. Originally operated as a cats-only shelter, WCGHS entered into an agreement with the cities of Camas and Washougal in 2007 to manage the Animal Control facility located next door to the cat shelter. This facility is completely separate from the cat shelter and houses up to 12 dogs awaiting owner redemption or adoption. Thanks to the generous donation of a 1450 sf manufactured home by a local business in 2008, we were able to replace the original cat building, which more than doubled our capacity. This also allowed us the ability to have separate spaces for intake, isolation of sick cats, and a future spay/neuter clinic. We currently have the capacity for 80 cats, with another 60 cats and kittens housed in local foster homes.

## **What is a No-Kill Shelter?**

While we are not able to take all animals that come to us, because of space, we make a lifetime commitment to those we shelter. We dedicate resources to quality adoptions, foster homes, sheltering, community outreach, and education as alternatives to euthanizing healthy animals for population control. We advocate spaying and neutering and also support Trap-Neuter-Return (TRN) programs for free roaming cats.

## **Who do we help?**

Clark County residents make thousands of calls to us for help each year. We respond to each one, offering advice and assistance with pet problems to help keep the animals with their owners. We take in and shelter as many animals our staff and space is able to accommodate.

## Shelter Management

### 2011 Board of Directors

- Kimberly Mukobi – President
- Amanda Martinez – Treasurer
- Mark Fruechtel – Secretary
- Diana Alderman - Adoption
- Drew Snyder – Bookkeeper
- Christy Stevens – Shelter Liaison
- Rochelle Ramos – Volunteers

### Management Positions

- Cat Shelter Manager – Barb Hoover
- Assistant Cat Shelter Manager – Sheila Davis
- Foster Care Coordinator – Claire Coop
- Vet Medical Liaisons
  - Christy Stevens (Orchard Hills)
  - Barb Hoover (Riverview)
- Dog Shelter Manager – Tamara Scharfenkamp

### Committees

- Fundraising
- Adoption
- Newsletter
- Grants
- Budget
- Community Outreach
- Public Relations
- Medical Advisory
- Foster Care Coordinator

## Contact Information

Cat Shelter Manager - Barb Hoover: 600-5889; [phu1bxh@aol.com](mailto:phu1bxh@aol.com)  
Asst Cat Shelter Manager - Sheila Davis: 601-3629, [wamom99@gmail.com](mailto:wamom99@gmail.com)  
Dog Shelter Manager – Tamara Scharfenkamp: 335-0941,  
Adoption Manager - Diana Alderman: 241-1699; [dkalderman@hotmail.com](mailto:dkalderman@hotmail.com)  
Foster Care Coordinator - Claire Coop: 909-4373, [coops55@comcast.net](mailto:coops55@comcast.net)  
Volunteer Coordinator – Rochelle Ramos: 907-7841; [rochelle0123@yahoo.com](mailto:rochelle0123@yahoo.com)  
Surrender Coordinator - Jo Schmidt: 909-2642; [sandeiks@aol.com](mailto:sandeiks@aol.com)

## Location information

Physical address:

Dog & Cat Shelter  
2675/2695 S. Index St.  
Washougal, WA 98671

Mailing address:

Dog & Cat Shelter  
PO Box 270  
Washougal, WA 98671

Message Phone: 360.835.3464

Dog Kennel: 360.335.0941

Fax: 360.859.4544

Website:

[www.wcghumanesociety.org](http://www.wcghumanesociety.org)

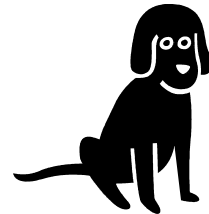
## Hours of operations



**Cat Shelter:** 11:00AM – 3:00PM

Monday, Tuesday, Friday, Saturday or by appointment

**Dog Shelter:** 9:00AM – 12:00PM, daily



## Goals of the Volunteer Program

- To recruit and retain a group of dedicated volunteers who are willing to take on the tasks necessary to support the mission of the WCGHS.
- To provide initial training and periodic updates to ensure that all volunteers are up-to-date on current policies and procedures
- For volunteers to become ambassadors for the safety and welfare of animals in our community.
- To provide volunteers with pride and a sense of purpose in making a difference in the lives of homeless animals.

## **BECOMING A VOLUNTEER**

### **Volunteering at WCGHS**

WCGHS relies almost entirely on volunteers to keep the shelters functioning day in and day out. There are a wide range of opportunities to volunteer within the agency. From serving on a committee to walking a dog, all persons who donate their time play a vital role in improving the life of the animals we serve.

### **Application Process, Screen and Orientation**

All potential volunteers must fill out a Volunteer Application and sign the waiver/release section. The application will be reviewed by the volunteer coordinator through a phone or email screen. The purpose of the screen is to try to best match the needs of the shelter with the applicant's interests, abilities and time availability. Once the individual has been screened, they will be scheduled for a New Volunteer Orientation.

### **Orientation/Training**

After the prospective volunteer attends the new volunteer orientation, they then be will be contacted by a shelter manager within 2 weeks time. The shelter manager will arrange their schedule and specific area training and policies. (Refer to Volunteer flow chart). All volunteers **MUST** attend the specific job training for their area prior to volunteering. For example, all dog walkers must attend a dog walking class. These trainings will be conducted by an experienced shelter manager or veteran volunteer approved by manager. A short period of job shadowing may be provided to ensure all procedures are well understood.

### **Age Qualifications**

**Adult Volunteers:** 18 years and up

**Youth Volunteers:** 18 and under – must be accompanied by parent or legal guardian. There are several tasks that can be accomplished by our young volunteers; however, keep in mind that children must be supervised by an adult at all times while at the shelter, adoption center, or special event.

## Special Case Volunteers

Volunteers whom are associated with agencies such as Goodwill, PIC or ARC should be handled by the shelter managers on a case by case basis.

## Attendance

Because the shelters are volunteer operated facilities, we require that all volunteers be reliable and punctual. Volunteers scheduled for a cleaning shift are expected to find a replacement cleaner if they are unable to make their shift. If this is not possible, they must notify the volunteer coordinator as soon as possible. A contact list of current volunteers will be made available to each person.

## Personal Expectations

### Volunteers must:

- Support the mission of WCGHS both inside the shelter and in the community
- Take their commitment as a volunteer seriously
- Treat the animals with care, patience and respect
- Conduct themselves in a professional manner with co-workers and the public
- Keep all client data confidential
- Be open and honest about your current assignment. If it's not a good fit, we'll find something else. Feedback is welcome and encouraged.
- Always ask before you make a decision you are unsure of.
- Treat all WCGHS volunteers and paid staff with respect
- Adhere at all times to policies and procedures that have been



## WCGHS Volunteer On-Going Opportunities

**Shelter Cleaners:** Light housekeeping including cleaning kennels, changing litter boxes, laundry, dishes, feeding, vacuuming and mopping.

**Adoption Center Cleaners:** Visit Petco and PetSmart locations to clean litter boxes, feed and visit with the cats on display.

**Adoption Aides and Counselors:** Meet with potential adopters and facilitate the adoption process.

**Dog Walkers:** Regularly walk the dogs. This is great exercise in a very nice community park.

**Foster Care:** Foster families take in and help raise and socialize kittens and puppies. They also care for special needs pets.

**Transportation:** Take animals to veterinarian appointments and Adoption Centers.

**Bedtime Check:** Evening pet care. Litter boxes, food, water, and quiet socializing.

**Phone and Data Entry Support:** Answer calls about lost and found pets, adoptable pets, and basic shelter information. Help with record keeping.

**Shelter Maintenance:** Perform light maintenance and repairs inside and out as needed.

**Community and Special Events:** Staff community and fundraising events and conduct educational presentations.



## VOLUNTEER EXPECTATIONS

### Scheduling

Scheduling for shelter duties and adoption center care is done by the shelter manager. Prior notification is appreciated for any changes due to vacation or other conflicts. If this commitment cannot be honored for any reason, the volunteer's supervisor should be notified so that a replacement can be found.

### Absence

As with any paid or unpaid position, it is asked that you notify your supervisor as soon as you are aware that you will be unable to fulfill your volunteer shift. Additionally, you may be asked to find a person to cover your shift.

### Dog & Cat Shelter Security

All shelter volunteers are entrusted with the entry code for the cat shelter. Each volunteer will be required to sign the "Cat/Dog Shelter Security" form which states that the entry code is to remain confidential, and should not be shared with anyone who is not a current cat shelter volunteer. It is the volunteer's responsibility to ensure that the door to the outside is secure at all times during their shift and locked when they leave.

### Sign-in Procedures

**Cat Shelter:** A volunteer logbook is located on the desk in the reception area of the shelter. All volunteers are expected to record their name, the date, duties performed (e.g. "cleaned Room B") and hours worked.

**Dog Shelter:** A volunteer sign-in clipboard is located above the dryer in the shelter. All volunteers are expected to record their information.

All volunteers are expected to record their name, the date, duties performed (e.g. "cleaned Room B") and hours worked. This information helps us track the tasks performed and the volunteer hours worked each month, which is crucial when applying for grants and funding.

## Appropriate Dress

When working directly with the animals or performing cleaning duties, it is recommended that volunteers wear comfortable clothing and convey a neat, professional image when working with the public.

We encourage our volunteers to:

- Wear closed-toed shoes or rubber boots that can be easily disinfected (flip flops and sandals are not allowed)
- Clothes that will not be ruined by bleach and/or cleaning products
- Remove dangling jewelry for safety reasons
- Wear appropriate gloves, coveralls and booties when necessary
- When representing the shelter at special events, volunteers are asked to convey a professional public image.



## WORKPLACE SAFETY

### Volunteer Accident Reporting

If any accident or injury should occur on shelter property, the Volunteer Coordinator and/or Shelter Manager should be notified as soon as possible. An incident report should be completed for our records.

**Cat Shelter:** For minor scratches or scrapes, first aid supplies are located in the labeled drawer of the portable storage unit in the kitchen.

**Dog Shelter:** For minor scratches or scrapes, first aid supplies are located above the sink on the bottom shelf.

### Off-limit Areas

**Cat Shelter:** The Isolation Areas of the shelter are off limits to all volunteers that have not specifically been trained in isolation procedures. These areas are accessed only from the outside and any worker going in these areas must be completely disinfected before entering the main part of the shelter. These procedures are critical for protecting the main population from the often very contagious illnesses that we may be treating in isolation areas.

**Dog Shelter:** The dog shelter does not have a designated isolation area. Instead, animals that require handlers with specific training or experience are in marked kennels. Information is listed on the chart on the individual dog kennel. Volunteers are asked to read the notes prior to opening the dog's kennel door or placing fingers/hands in the kennel. These procedures are critical for protecting both the animal and the volunteers.

### Personal Hygiene and Disease Prevention

When working with animals, it is important to follow good hygiene practices to protect your health and the health of the animals.

- Change shoes (or wear booties) and wash your hands upon arrival at the shelter
- Keep hair tied back or wear a cap
- Wash hands and/or disinfect between tasks
- Wear disposable gloves when cleaning up messes or handling litter boxes
- Wash hands thoroughly (up arms, between fingers) before leaving
- Change clothes when you get home before interacting with your own pets. Wash your clothes in hot water and bleach, if possible.

## Termination Policy

**Volunteer:** For a variety of reasons, a volunteer may at any time decide to no longer donate their time to our facility. If the reason has to do with the particular job that you have been working in, we will commit to finding a better fit for your interests and talents. We would ask that if you do decide to leave, that you please give us sufficient notice (1-2 weeks) to be able to find a replacement for your position.

Volunteers are essential to the success of the WCGHS. We hope to attract hard-working, dedicated volunteers to our organization, and will work hard to be sure they have the knowledge, tools and support they need to be successful. We expect our volunteers to support our mission and comply with our established policies and procedures. In the unfortunate event that a volunteer does not adhere to the policies, procedures and values of WCGHS, termination of our relationship may result by a manager or board member if deemed necessary.

Grounds for dismissal include, but are not limited to:

- Unlawful harassment or assault of fellow volunteers, customers, employees or anyone else
- Coercion, intimidation, or threatening any person on shelter property
- Discourteous treatment to or the use of inappropriate language toward a shelter employee, customer, volunteer or anyone else
- Physical abuse to animals or any intentional act to harm an animal
- Possession of weapons or firearms on shelter premises or in shelter vehicles.
- Conduct undermining to the shelter and its objectives
- Making slanderous or libelous statement(s) concerning fellow volunteers, customers, volunteers, the organization or the animals it shelters
- Immoral conduct or indecency on shelter property
- Posting or removal of notices, signs or writing in any form on bulletin boards without specific approval by a supervisor or manager
- Excessive tardiness or absenteeism
- Failure to follow policies of shelter vehicle use
- Unsatisfactory job performance
- Improper use of confidential information about WCGHS
- Conducting personal business on shelter time or engaging in excessive, unnecessary or unauthorized use of shelter equipment, supplies or resources (including personal use of shelter vehicle and property without proper authorization)
- Violation of the shelter's Alcohol and Drug Policy
- Theft or unauthorized removal of property belonging to others or to WCGHS
- Malicious damaging of shelter property or that of fellow volunteers, customers, employees, or anyone else
- Failure to report an accident or personal injury immediately
- Refusing to give information to a supervisor or manager

- Violation of any safety procedure, program, or rule; causing unsafe conditions or carelessness with regard to your own safety or the safety of others
- Failure to properly use safety devices, tampering with safety equipment and/or attempting to bypass or defeat a machine's safety feature(s)
- Smoking in areas where it is prohibited
- Littering or causing unsanitary or unsightly conditions
- Unauthorized solicitations or distributions
- Any other conduct which WCGHS deems to be grounds for disciplinary action or discharge.

## **Alcohol and Drug Policy**

The WCGHS has a strict policy prohibiting the possession, use, sale, or distribution of illegal drugs or alcohol in WCGHS's buildings, vehicles, or property. Accordingly, the consumption or possession of alcoholic beverages, illegal drugs or other controlled substances on The WCGHS property or storage locations, except for officially sanctioned functions is prohibited. Inappropriate use of prescription drugs is also considered a violation of this policy.

## THE ANIMALS

### Sick or Injured Animals

If you notice an animal that does not look “right” to you for some reason (limping, coughing, diarrhea, nasal or eye discharge, etc.), tell a manager immediately. This does not often occur but the sooner we know an animal may have a problem, the sooner we can begin to provide medical support.

Do not hesitate to say something because you feel you might be overreacting or mistaken. You may well be the first person to notice something important.

### Aggressive Animals

We do our best to screen our animals for behavior problems before making them available to the public. However, aggression may take many forms and may only show itself after an animal has become comfortable in its surroundings. We do not wish to place any animal that may be a danger to either humans or other animals.

If you notice any type of aggressive behavior, even over food or toys (possessive aggression); please report it to a manager immediately. This will help us prevent an injury to either a person or another animal.

### Safety First – For Your and the Animal’s Safety

- **NEVER** attempt to grab a fleeing animal.
- **NEVER** reach with your hands or insert any other body part into a fight.
- **NEVER** begin screaming should a fight occur.
- If one or more dogs are on leashes when a fight begins, **DROP THE LEASH(S)**. One animal may be able to escape the other and neither you nor the dog(s) will get tangled and possibly worsen potential injuries.

#### Points to remember when approaching an animal:

- An animal should first be touched or petted in the non-threatening areas: **under the chin or on the chest**.
- Never “loom” over the animal.
- Looking directly into the eyes is considered by the animal to be a threatening dominance gesture.
- Always move and speak quietly and gently.
- Kneel or squat so that you are more on the animals’ level.
- Always leave the animal room to exit around you if he/she feels threatened.

- Do not attempt to “kiss” an animal.

**Keep in mind that animals are prone to bite, flee or be frightened when:**

- They are eating.
- They are fighting with another animal.
- There is a sudden loud noise or unexpected movement.

**Signs of a potentially aggressive response:**

- Yawning - a yawning animal may be conflicted.
- Backing away, turning face away
- Lifted lips with or without teeth exposed
- Hackles (hair along back) raised
- Growling, snarling, hissing
- Staring
- Tail raised stiffly and/or wagging stiffly



**NOTE: These suggestions for both your safety and the animals’ will only work if you take the time necessary to observe an animal before you approach it or open a cage/run door.**

## Summary

These guidelines have been compiled to inform you of the West Columbia Gorge Humane Society practices, and policies. Since these policies may change with time, consult a manager as well as your handbook if you have any questions. A copy of this handbook will be available on our website with revisions distributed via email to volunteers. Please sign and date the Acknowledgement and Confidentiality Pledge form at the end of this handbook and turn it into a shelter manager. This is our guarantee that you have been properly informed of your volunteer responsibilities.

**REMINDER:** It is the responsibility of the volunteer to read this document. If there are any questions, or you do not understand some portion of this document, please contact the Volunteer Coordinator or Shelter Manager. Adherence to this handbook will insure a safe environment and promote a good working relationship. Volunteering can be very rewarding and we sincerely hope you enjoy working with us toward our goals.

## ACKNOWLEDGEMENT AND CONFIDENTIALITY PLEDGE

I have received and read a copy of the West Columbia Gorge Humane Society Volunteer Handbook. I acknowledge that it is my responsibility to ask questions about anything that I do not understand regarding the information presented in the volunteer handbook. If I have not asked any questions, it is because I understand the contents of this volunteer handbook.

I understand that the contents of this volunteer handbook are presented to me for guidance and orientation only. I understand that as a volunteer at-will, I am free to resign at any time, just as the West Columbia Gorge Humane Society is free to terminate our relationship at any time.

I understand that it is my responsibility to abide by all of West Columbia Gorge Humane Society policies set forth in this volunteer handbook. I further understand that the procedures, working conditions, and policies described in the volunteer handbook are subject to change at any time by West Columbia Gorge Humane Society.

I agree that I will hold in strict confidence, and not use, divulge, disclose, or communicate to any person or entity any information relating to the identity of West Columbia Gorge Humane Society customers, financial records, euthanasia, health information or inventories (collectively referred to as confidential information) as long as such information is not generally known to others outside the West Columbia Gorge Humane Society.

I will maintain this confidentiality for the term of my service and for a period of one (1) year following separation from the West Columbia Gorge Humane Society. I understand that this confidentiality pledge will remain in effect after separation and that I will deliver to the West Columbia Gorge Humane Society any originals and all copies of confidential information described above immediately upon termination, and that I will not take any confidential information without the written consent of the Shelter Manager or Board Member of the West Columbia Gorge Humane Society.

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Volunteer Signature

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Date

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Name (please print)

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Volunteer Coordinator/Manager  
West Columbia Gorge Humane Society

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Date

## West Columbia Gorge Humane Society (WCGHS) Cat Shelter Security

West Columbia Gorge Humane Society (WCGHS) volunteers with Cat Shelter responsibilities will be entrusted with the entry code to the facility. Before the code is released, this form must be read and signed by the volunteer and the volunteer coordinator, or their representative.

As a volunteer with the WCGHS Cat Shelter, I \_\_\_\_\_,  
agree to:

1. Keep the entry code confidential. I will not share it with anyone without the specific permission of the Cat Shelter Manager.
2. Keep the main door locked at all times while working at the shelter, and ensure that it is securely locked when leaving.
3. Visitors:
  - Ensure that any outside visitors to the shelter are not left unattended.
  - Ensure that no minors (under 16 years old) have access to the facility without adult supervision. This includes children of volunteers.

Signed:

\_\_\_\_\_  
Cat Shelter Volunteer Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Cat Shelter Manager Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

## West Columbia Gorge Humane Society (WCGHS) Dog Shelter Security

West Columbia Gorge Humane Society (WCGHS) volunteers with Dog Shelter responsibilities will be entrusted with the entry code to the facility. Before the code is released, this form must be read and signed by the volunteer and the volunteer coordinator, or their representative.

As a volunteer with the WCGHS Dog Shelter, I \_\_\_\_\_,  
agree to:

1. Keep the entry code confidential. I will not share it with anyone without the specific permission of the Dog Shelter Manager.
2. Keep the main door locked at all times while working at the shelter, and ensure that it is securely locked when leaving.
3. Visitors:
  - Ensure that any outside visitors to the shelter are not left unattended.
  - Ensure that no minors (under 16 years old) have access to the facility without adult supervision. This includes children of volunteers.
  - After business hours no one is allowed in the building unless they are a volunteer of the shelter.

Signed:

\_\_\_\_\_  
Dog Shelter Volunteer Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dog Shelter Manager Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date