



**Shelter Address:**  
1527 Route 136  
Eighty Four, PA 15330

**Mailing Address:**  
P.O. Box 66  
Eighty-Four, PA 15330  
724-222-PETS (7387)

[washingtonpashelter.org](http://washingtonpashelter.org)

WAHS is a No-kill Shelter, Funded by Private Contributions.

# Volunteer Manual

## Welcome!

### From the Washington Area Humane Society

Dear Volunteer,

Joining the Washington Area Humane Society community affords you the opportunity to make a difference in the lives of all the displaced pets that come to our shelter. As our society continues to grow, especially in services provided to the community and expanded programs for the animals, you also will greatly benefit from the life experiences presented to you. You will be faced with many choices and paths to take with regards to your specific area of caring. However, your continuing service with the Humane Society will hopefully be a fun-filled and rewarding experience.

We at the Washington Area Humane Society work hard to be a benefit to the community while striving to find loving, permanent homes for the animals. You, as a volunteer, are a valued and necessary factor in the long-term continuation of the shelter. Without your physical help and emotional caring, we could not survive.

Please take the time to review the following material to determine what job description best suits your desires and capabilities. Remember that every job has a positive impact on the lives of these lovable pets. Please feel free to contact us with any questions.

Thanks you for becoming part of our family,  
Warmly,

Jean M. Amend, Outreach Coordinator

## Mission Statement

We are a private charity funded by contributions from the community. The following is our mission, which we will undertake to the best of our ability, using the financial and human resources available to us:

- To provide shelter, safety, food, and in certain cases, veterinary care for the orphaned and abused animals of Washington County, with the ultimate goal of placing the animals in loving homes.
- Provide education to the public, children and adults, with regard to the humane care and treatment of animals, and all aspects of responsible care giving, including responsibility for spay or neutering.
- Investigate abuse cases brought to our attention and resolve them in the best interests of the animal and the community.
- Provide affordable veterinary outpatient services, including spay or neutering.

## A Brief History

The Washington County Humane Society was incorporated in March 6, 1906. Judge McIlvaine, a local resident, was among the prominent citizens who signed the original incorporation papers. Through the will of Mrs. Clara C. B. Lockhart, who died in 1931, a trust was established to initiate a humane society in Washington County.

A lack of interest in the area delayed the use of this trust for approximately twenty years. In the early 1950's, the American Humane Association re-activated the Society under the terms of the Lockhart Trust. Mr. Rutherford Phillips of the Pennsylvania S.P.C.A. purchased the present property for the American Humane Association and operated the shelter from his office in Philadelphia along with Mr. Mike Kudak as shelter manager in residence on the property.

In May 1955, Mr. Nelson Morrison was hired as shelter manager and improvements were made in the house and kennel buildings. In 1956, Mr. Phillips transferred to the American Humane Association in Denver, Colorado as Executive Secretary. Remote operations from Denver were not satisfactory, and it was requested that a local board and management be established.

On April 22, 1968, a reorganization meeting was held and the present organization began. In 1969, Mr. Alan Gregg was made Administrator, and a building fund campaign began. With the help of several Foundations and many interested local individuals, this campaign was well underway and the prospect of a new shelter was becoming a reality.

In July 1970, the American Humane Association agreed to transfer the title of the property in North Strabane Township (now occupied by the Washington Area Humane Society) to the Washington County Humane Society.

In 1976 the new shelter was built and opened in 1977. The new managers were Mr. & Mrs. John Chilzner.

In the year 2000, the Washington County Humane Society changed its name to "The Washington Area Humane Society". This was done mainly to prevent the misconception that the shelter was funded or operated by the County. In that same year, The Washington Area Humane Society became a "no kill shelter".

Currently, The Washington Area Humane Society has aboard of seven directors. These directors are dedicated to the well-being and continuation of the shelter as an organization, and the humane care and placement of the approximate 2000 displaced pets that pass through the doors each year.

# Overview

## Fundraising

The most important aspect of a no-profit organization is fundraising. The Washington Area Humane Society is solely funded by donations and money raised by small and large fundraisers of all kind. To care for the animals in our shelter we depend highly on this capital to pay salaries and to purchase medical supplies, other necessary materials to clean the kennel & Cat Castle, and items to protect the animals and their caretakers from harm.

To have many profitable fundraisers, we need a countless number of volunteers willing to work hard and come forward with new ideas that can generate desperately needed revenue. No one position is more important than the other.

Public relations are another crucial part to a successful non-profit organization. As a volunteer, you will need to know as much as you can about the goals and needs of the Society so that when you are involved with any fundraisers or event that reaches out into the public, you will be able to enthusiastically encourage the support from people who may never have heard of the W AHS. It is important to be genuine and considerate to anybody who asks about our desires and objectives because the kindness and caring can persuade others to join our cause whether it is physically or financially.

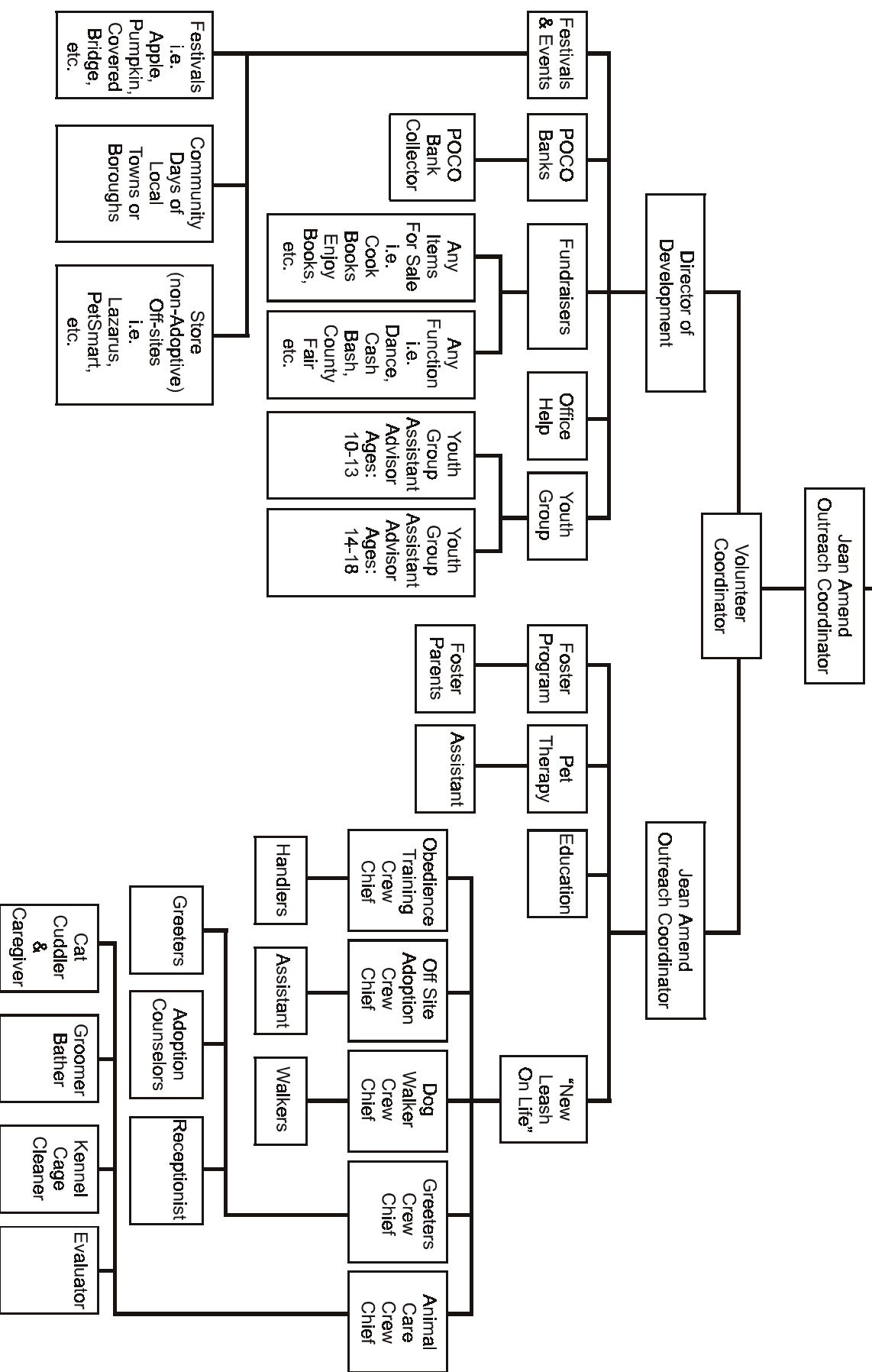
These people must like working and talking with the public and being enthusiastic about explaining what the Washington Area Humane Society is trying to achieve. They are the first contact with most of the general public and it is crucial that they set a favorable impression of the Society.

## Outreach

Outreach is dedicated to enriching each shelter dog and cats' life, in order to provide opportunity for these displaced pets to obtain permanent loving homes.

- Pet therapy and humane education are crucial in promoting public awareness of the benefits and responsibilities of being a pet owner.
- Foster homes are necessary in providing special pets a break from the everyday stress of kennel life. Foster parenting is one of the most generous things a person can do as an animal lover.
- The "New leash on Life" program is dedicated to the welfare of each and every animal that comes to the shelter. Since warehousing is not an option, it is our responsibility to make each pets life "better today than it was yesterday, and better today than it was when they were first brought into the shelter.

# WAHS Volunteers



# Volunteer Job Descriptions

## Volunteer Coordinator

The Volunteer Coordinator is directly answerable to the Outreach Coordinator and is responsible for the following:

### Broad Function:

- Recruit volunteers for departments that need volunteer help
- Participate as a volunteer when needed at Society events
- Work with Outreach Coordinator and Director of Development to utilize volunteers as needed.
- Resolve problems arising between staff, volunteers and the public
- Develop and maintain volunteer file, including volunteer hours served
- Assist Outreach Coordinator in volunteer recognition events
- Conduct regular volunteer meetings and provide regular organizational communications to volunteers
- Recommend materials needed by volunteers to Outreach Coordinator

**Qualifications:** Experience in the areas of client relations and volunteer programs. Additional experience in the area of volunteer administration a plus. Attend continuing education programs as identified by the Outreach Coordinator and/or Executive Director.

## Fundraiser Coordinator

**Broad Functions:** The volunteer in this category reports directly to the Director of Development and shall be responsible to coordinate necessary fundraisers to raise money in the name of the Washington Area Humane Society.

### Specific Duties:

- Work directly with the Director of Development to organize approved fundraisers.
- Work with Director of Development to recruit responsible volunteers to be Fundraiser "Crew Chief" in charge of specific fundraising event.
- Work with the "Crew Chief" to contact necessary facilities to obtain contract and/or permission to use facilities for fundraising event.
- Work with the "Crew Chief" to properly run a fundraising event.
- Work with the "Crew Chief" to recruit volunteers for a fundraising event.
- Report & submit all funds raised at a fundraising event to the Director of Development.

## Fundraising Event Crew Chief

**Broad functions:** The volunteer in this category reports directly to the Fundraiser Coordinator and shall be responsible to oversee a specific fundraising event.

### Specific Duties:

- Be courteous and friendly to all volunteers and customers at fundraising event.
- Work with Fundraiser Coordinator to obtain contract and/or permission to use facilities for fundraising event.
- Work directly with the Fundraiser Coordinator to properly oversee a specific fundraising event.
- Work with Fundraiser Coordinator to obtain all necessary money, materials, or equipment needed to properly run fundraising event.

- Work with Fundraising Coordinator to create necessary literature/flyers to promote sales for fundraising event.
- Work with Fundraising Coordinator to recruit volunteers for fundraising events.
- Work with volunteers to obtain necessary donations ie. Cash, items for Chinese Auction/Raffles, food, etc.
- Coordinate volunteer job descriptions for fundraising event.
- Teach volunteers working at fundraising event all proper ways to run the fundraising event.
- Be responsible for all money raised at the fundraising event.
- Be responsible for all W AHS equipment, materials, and money.
- Report & submit all funds raised at a fundraising event to the Fundraiser Coordinator.

## **Festivals/Events Coordinator**

**Broad Functions:** The volunteer in this category reports directly to the Director of Development and shall be responsible for the development of coordinating volunteers to be in charge of and/or attend festivals/events.

### **Specific Duties:**

- Work directly with the Director of Development to procure dates and locations of festivals/events.
- Contact necessary chairpersons or business owners/managers to enroll the WAHS to attend any festival/event
- Work with the Director of Development to obtain necessary insurance/permission to attend festivals/events.
- Be knowledgeable of programs and guidelines established by W AHS to train "Crew Chiefs".
- Recruit volunteers to be "Crew Chief" in charge of and attend specific festival/event.
- Train "Crew Chief" to run a proper festival/event.
- Supply "Crew Chief" with any necessary items, materials, &/or animals to run a proper festival/event.
- Strive to make all festival/event to run with similar procedures.
- Report & submit all funds raised at a festival/event to the Director of Development.

## **Festival/Event Crew Chief**

**Broad Functions:** The volunteer in this category reports to the Festival/event Coordinator shall be responsible to properly run the festival/event chosen within the guidelines set by the Director of Development and the Festival/event Coordinator.

### **Specific Duties:**

- Be courteous and friendly to all volunteers and customers at festival/event.
- Work with the Festival/event Coordinator to choose an available festival/event to run.
- Work with the Festival/event Coordinator to recruit volunteers to help with festival/event.
- Learn from the Festival/event Coordinator the guidelines to run a proper festival/event
- Obtain all necessary equipment from the Festival/event Coordinator to run a proper festival/event.
- Be knowledgeable of programs and guidelines established by WAHS to properly inform volunteers and customers at a festival/event.
- Teach volunteers working at festival/event all proper ways to run the festival/event.
- Be responsible for all money raised at the festival/event.
- Be responsible for all W AHS equipment, materials, and/or animals

- Report and submit all funds raised at the festival/event to the Festival/event Coordinator

## Poco Bank Crew Chief

**Broad Function:** This volunteer reports directly to the Fundraisers Coordinator and is responsible for the placement and collection of all Poco Banks by the Poco Bank "Collectors".

### Specific Duties:

- Be courteous and respectful to the owners of the businesses where the Poco Banks have been placed.
- Develop a positive relationship with businesses that have consented to place our Poco Banks in their facilities for public contributions.
- Solicit new businesses for bank placements.
- Recruit and train volunteers as "Poco Bank Collectors" to assist in bank collections on a regular basis.
- Equip "Collectors" with all necessary items needed to distribute. Banks, signs to put on banks, duct tape, and any literature.
- Submit money collected, from "Collectors", to the Fundraiser Coordinator on a bi-weekly basis.
- Provide a detailed report of each bank, to the Fundraisers Coordinator, on a monthly basis.
- Determine, with the consent of the Fundraiser Coordinator, any banks that may need to be removed.
- Determine, with the consent of the Fundraiser Coordinator, the need to purchase more banks.
- Keep an accurate file of all banks, their locations, and their "Collector".
- Be responsible to pick up any banks that cannot be picked up by "Collector" for any reason.
- Assign new "Collectors" if for any reason a "Collector" has to quit or is unable to collect for any period of time. Keep track of who is responsible for collections.
- Inspect all banks at their location on a periodic basis, at least once or twice a year.
- Report any banks that are not being properly maintained to the Fundraiser Coordinator.
- Determine, with the consent of the Fundraiser Coordinator, any changes that need to be made of a "Collector" that is not maintaining their banks properly.
- Be responsible to advise or replace any "Collector" that is not maintaining their banks properly.

## Poco Bank Collectors

**Broad Functions:** The volunteer in this category reports directly to the Crew Chief and will be responsible to pick up & replace poco banks at businesses.

### Specific Duties:

- Be courteous and respectful to the owners of the businesses where the Poco Banks have been placed.
- Develop a positive relationship with businesses that have consented to place our Poco Banks in their facilities for public contributions.
- Will be responsible to *exchange* banks on the dates coordinated with the Crew Chief. ***Always have an empty & clean bank to replace one being removed; never leave a business without a bank.***
- Be responsible to keep the banks clean and neat. Any damaged banks should be turned in to the Crew Chief.
- Will be responsible for all money collected from banks and will submit amounts of collections per store to the Crew Chief.



- Will be responsible to let the Crew Chief know if unable to collect banks at appointed time for any reason.
- Report any bank problems to the Crew Chief. For example: stolen, business owner/manager concerns, no money, etc.
- Never remove bank without approval from Crew Chief unless Business Owner/Manager requests *immediate removal*. If owner insists, report the removal immediately to the Crew Chief.
- Report any new business requesting a bank to be put at their location to the Crew Chief immediately.
- Be friendly and courteous to business owner/manager & employees when picking up banks.
- Be knowledgeable of events & information about W AHS to answer questions of anybody while exchanging banks.
- Be willing to ask business about placing newsletters or flyers about events in business.
- Be willing to find more businesses willing to place banks.

## Youth Group Coordinator “Helping Hands for WAHS”

**Broad Functions:** The volunteer in this category reports directly to the Director of Development and is responsible for the organization of the youth volunteers between the ages of 10 and 18.

### Specific Duties:

- Be courteous and friendly to the public, other volunteers and the employees at all times.
- Plan all meetings; advise WAHS of the dates & times of meetings.
- Be responsible to recruit and train Youth Group Assistant Advisors.
- Advise and support “Assistant Advisors” in the training of youth.
- Know the rules and regulations of the W AHS and the policies prescribed by the Board of Directors specifically to the responsibilities of being in charge of the youth and protecting the W AHS from liabilities.
- Report to the Director of Development any ideas for projects to be performed by the youth. Get approval before proceeding. Projects include, but are not exclusive to, any event attended by the “HHfW AHS” on or off WAHS premises.
- Obtain all releases and applications needed for any “projects” when necessary.
- Be responsible for any monies collected by the youth for said projects.
- Be responsible, with a approval from the Director of Development, to choose *acceptable* fundraisers. No youth will sell any item that would be offensive to the members of the WAHS or any type of item that is inappropriate for youth to be involved with, i.e. gambling items.

Report all transactions to and work with the Financial Administrator, when necessary, to keep all finances balanced.

## Youth Group Assistant Advisor (Ages: 10 thru 13)

**Broad Functions:** The volunteer in this category reports directly to the youth Group Coordinator and is responsible for the organization of the youth volunteers between the ages of 10 and 13.

### Specific Duties:

- Be courteous and friendly to the public, other volunteers and the employees at all times.
- Will work with the Youth Group Coordinator on planning and carrying out of meetings and projects; keeping in mind the need for safety of the youth and animals.
- Will assist the Youth Group Coordinator at meetings, events, and during projects.
- Will be in charge of approximately 8 (eight) youth during meetings and events; must stay with group at all times.

- Will help youth work with the animals safely. Never leave youth unattended when handling any animals.
- Will be knowledgeable of the WAHS policies and procedures in proper handling of animals.
- Will make sure all projects are being done properly and safely.
- Youth of this age may be restricted in their abilities to walk dogs or work on certain projects.

### **Youth Group Assistant Advisor. (Ages: 14 thru 18)**

**Broad Functions:** The volunteer in this category reports directly to the Youth Group Coordinator and is responsible for the organization of the youth volunteers between the ages of 14 and 18.

**Specific Duties:**

- Be courteous and friendly to the public, other volunteers and the employees at all times.
- Will work with the Youth Group Coordinator on planning and carrying out of meetings and projects; keeping in mind the need for safety of the youth and animals.
- Will assist the Youth Group Coordinator at meetings, events, and during projects.
- Will be in charge of approximately 8 (eight) youth during meetings and events; must stay with group at all times.
- Will help youth work with the animals safely. Never leave youth unattended when handling any animals.
- Will be knowledgeable of the WAHS policies and procedures in proper handling of animals.
- Will make sure all projects are being done properly and safely.

### **Office Help Coordinator**

**Broad Functions:** The volunteer in this category reports directly to the Director of Development and shall be responsible to coordinate any help needed in the office.

**Specific Duties:**

- Be courteous and friendly to all volunteers and customers while working in the office.
- Be knowledgeable of programs and guidelines established by WAHS to train volunteers.
- Work directly with the Director of Development to realize the need for help in the office.
- Train volunteers on procedures of office related jobs.
- Coordinate volunteers to help in the office as needed. This may include stuffing envelopes, folding newsletter, filing, etc.
- Coordinate volunteers to distribute current newsletters to businesses in the area

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

### **Foster Program Coordinator**

**Broad Function:** Reports directly to the Director of Outreach and is responsible for recruiting foster homes and maintaining records on each foster dog.

**Specific Duties:**

- Be courteous and respectful to the public and employees at all times
- Be knowledgeable of the Foster Program guidelines and the Foster-to-Adopt Program
- Recruit new foster homes and families
- Assist the shelter manager in the recognition of shelter animals in need of foster homes
- Locate and place needy animals in appropriate foster homes

- Maintain records of animals in foster homes
- Periodically make follow-up calls to fostering homes to check on the status and well being of the pets.
- Provide support to fostering homes. This may include training tips, medical support, or providing food when the kennel has excess amounts.

## Foster Parent

**Broad Function:** Reports directly to the Foster Program Coordinator and is responsible for any shelter animal placed into their care on a temporary basis

### Specific Functions:

- Be courteous and respectful to the employees at all times.
- Be knowledgeable about the Foster Program and it's guidelines
- Provide a clean and loving home to any shelter animal placed into your temporary care
- Report any medical or behavioral problems to the Foster Program Coordinator, immediately. They will make arrangements with the shelter for the animal to be examined.
- Commit to providing a temporary home for a minimum of three (3) weeks. It is very stressful on an animal every time their environment is changed.
- If necessary, work closely with the Dog Obedience Coordinator to attend obedience classes or obtain knowledge on the appropriate method of handling your foster pet.
- If you must return your foster pet to the shelter for any reason, please try to provide as much advance notification as possible. The shelter is often full to capacity and advance notice will help to guarantee that space is available for their return.
- Recruit new foster homes

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## Pet Therapy Coordinator

**Broad Function:** This volunteer reports directly to the Director of Outreach and is responsible for promoting public awareness by organizing pet therapy visits with local homes for the elderly, or the physically or mentally challenged.

### Specific Duties:

- Be courteous and respectful to the public and employees at all times.
- This individual must enjoy working with the elderly or handicapped and talking to the public
- Be knowledgeable of W AHS programs and general information
- Educate volunteers on the proper procedures of pet therapy visits
- Contact the Activities Directors of facilities where you wish to visit and schedule visit times and dates. Procure all the facilities guidelines for the visit
- Schedule volunteers to assist with the pet therapy visits, or to proceed on their own. Provide these volunteers with: facility name, location, name of contact person, date and time and guidelines for each facility.
- Work closely with the "New Leash on Life" Coordinator to determine appropriate animals to take on the visitations
- Must be knowledgeable of W AHS accepted practice of dog/cat handling. Provide pet transportation to visiting locations, if necessary
- Shelter van can be used if available. Must have a current valid drivers license

- Call the facilities and do a follow up (i.e. What did you think of the visit?) Maintain an accurate record of all locations visited and provide this report to the Director of Outreach on a monthly/quarterly basis?

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## **Pet Therapy Assistant**

**Broad Function:** The volunteer in this category reports directly to the Pet Therapy Coordinator and is responsible for promoting public awareness by providing pet visits with local homes for the elderly, or the physically or mentally challenged

### **Specific Duties:**

- Be courteous and respectful to the public and employees at all times
- This individual must enjoy working with the elderly or handicapped and talking to the public
- Be knowledgeable of WAHS programs and general information
- Be knowledgeable on the proper procedures of pet therapy visits
- Obtain scheduled visit locations, times and dates from the Pet Therapy Coordinator. Procure all the facilities guidelines for the visit.
- Assist with pet therapy visits, or proceed on their own.
- Pet Therapy Coordinator will provide information on the appropriate animals to take on the visitations
- Must be knowledgeable of WAHS accepted practice of dog/cat handling
- Provide pet transportation to visiting locations, if necessary
- Shelter van can be used if available. Must have a current valid drivers license Maintain an accurate record of all locations visited and provide this report to the Pet Therapy Coordinator on a monthly/quarterly basis?

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## **Humane Education Coordinator**

**Broad Function:** The Humane Education Coordinator reports directly to the Director of Outreach and is responsible for promulgating and effectuating programs.

- To educate the public in general and children specifically to the importance of the humane treatment of animals and each other.
- To provide free humane oriented programs for public and private schools, community groups, libraries, and businesses.
- To create and distribute educational aids and humane literature
- To provide programs for staff and other adults to improve animal welfare.

### **Specific Duties:**

- School Visits:
  - o Compose and distribute letters to schools
  - o Schedule individual school visits and requested topic programs
  - o Utilize visual aids and teaching materials
  - o Program presentation followed by question and answer period
  - o Distribute literature to students and teacher
  - o Maintain accurate record of each visit

- o Provide monthly/quarterly reports of activities
- School Programs
  - o Develop and design educational programs
- Develop literature ideas and keep track of literature distributed during programs
- Write newsletter articles
- Develop seminar topics for employees and special interest groups

## **“New Leash on Life” Coordinator**

**Broad Functions:** This Coordinator reports directly to the Director of Outreach and is responsible for providing support to all aspects of the “New Leash on Life” Program. This program is crucial in providing the animals of the shelter a second chance on life by providing the help to make them more desirable for adoption.

### **Specific Duties:**

- Be courteous and respectful to customers, volunteers and employees at all times
- Be knowledgeable of programs and guidelines established by WAHS
- Be knowledgeable of new animals entering the shelter, adoptions and fosters
- Work closely with Director of Outreach and to determine when an animal needs to be a special project.
- Work closely with the Pet Therapy Coordinator, the Education Coordinator, the Off-Site Adoption crew chief, and the Director of Development to determine the appropriate pets to take to off-site events
- Attend all temperament testing evaluations of all dogs
- If necessary, research and provide, (to the evaluator) profile information for any dog due for temperament testing or euthanasia
- Identify initial and ongoing training needs of volunteer staff
- Be knowledgeable of WAHS accepted practice of dog/cat handling
- Provide continuing support for all “New Leash on Life” crew chiefs
- Provide a specific area strictly for volunteers
- Maintain “New Leash on Life” bulletin boards unless specific crew chiefs are responsible for their own area of caring

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## **Obedience Training Crew Chief**

**Broad Function:** The volunteer in this category reports directly to the “New Leash on Life” Coordinator and is responsible for the coordination of the dog obedience classes, which are held off-site.

### **Specific Duties:**

- Be courteous and respectful to the public and employees at all times
- Be knowledgeable of programs and guidelines established by WAHS
- Must be knowledgeable of WAHS accepted practice of dog handling
- Work closely with the “New Leash on Life” Coordinator to determine which shelter dogs should be scheduled for obedience class
- Recruit and schedule dog handlers to take shelter dogs into obedience classes on a weekly basis
- Train dog handlers in the WAHS accepted practice of dog handling

- Assist in the solicitation of outside dog attendance for the obedience classes. This helps us raise money for the shelter or pay for the class trainer.
- Assist in the solicitation of sponsors for shelter dogs attending the obedience classes
- Provide transportation (using the shelter van) for the shelter dogs attending the obedience classes
- Responsible for the dogs and equipment while off-site
- Oversee the attending shelter dogs training between classes

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## Obedience Training Handler

**Broad Function:** The volunteer in this category reports directly to the "Obedience Training Crew Chief" and is responsible for the care and handling of dogs attending obedience classes, which are held off-site.

### Specific Duties:

- Be courteous and respectful to the public and employees at all times
- Be knowledgeable of programs and guidelines established by WAHS
- Must be knowledgeable of WAHS accepted practice of dog handling
- Work closely with the "Obedience Training Crew Chief" to determine which shelter dog would be most appropriate for you to handle in a class
- Work with your scheduled shelter dog on obedience between classes. This should be a minimum of three (3) days per week. More days are extremely beneficial to the dog.
- Assist in the solicitation of outside dog attendance for the obedience classes. This helps us raise money for the shelter or pay for the class trainer.
- Assist in the solicitation of sponsors for shelter dogs attending the obedience classes
- Provide transportation, if necessary, for the shelter dogs attending the obedience classes
- Responsible for the dogs and equipment while off-site

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## Off Site Adoption Crew Chief

**Broad Functions:** The volunteer in this category reports directly to the New Leash on Life Coordinator and is responsible for cultivating the Off Site Program.

### Specific Duties:

- Be courteous and helpful to the public at all times.
- Be respectful and courteous to staff and employees at all times.
- Work directly with New Leash on Life Coordinator to procure dates and locations of possible Off-Site Adoptions.
- Contact business owner/manager to get permission to hold an Off-Site Adoption.
- Work with New Leash on Life Coordinator to obtain necessary insurance forms/legal information to hold an Off-Site Adoption.
- Work with volunteers to train them how to hold a proper Off-Site. Strive to keep them similar as to attract the public's attention.
- Coordinate the use of the van with the kennel for Off-Site Adoption date.
- Be knowledgeable of programs and guidelines established by WAHS.

- Be responsible to obtain all literature, items to sell, collection jar, etc. to use at Off-Site to help raise money and awareness of the WAHS.
- Be responsible for all WAHS equipment, materials, and animals that go to the Off-Site.

## Off Site Adoption Assistant

**Broad Functions:** The volunteer in this category reports directly to the Off Site Adoption Crew Chief and is responsible for assisting in the Off Site Program.

**Specific Duties:**

- Be courteous and helpful to the public at all times.
- Be respectful and courteous to staff and employees at all times.
- Must be knowledgeable of WAHS accepted practice of dog/cat handling
- Be knowledgeable of programs and guidelines established by WAHS.
- Be responsible to obtain all literature, items to sell, collection jar, etc. to use at Off-Site to help raise money and awareness of the WAHS.
- Be responsible for all WAHS equipment, materials, and animals that go to the Off-Site.

*Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## Greeter/Counselor Crew Chief

**Broad Functions:** The volunteer in this category reports directly to the New Leash on Life Coordinator and is responsible to recruit and train Greeters and Counselors.

**Specific Duties:**

- Be courteous and helpful to the public at all times.
- Be respectful and courteous to staff and employees at all times.
- Recruit & train volunteers for the Greeter and Adoption Counselor positions
- Work directly with the New Leash on Life Coordinator to learn how to recruit volunteers and train them to be greeters and adoption counselors.
- Be knowledgeable of all WAHS policies and procedures
- Be knowledgeable of programs and guidelines established by WAHS.
- Be knowledgeable of the animals in the kennel and cat castle especially special needs animals to get them homes.
- Teach the greeters and counselors the proper way to work with the public, staff, and animals.

## Greeter

**Broad Function:** Volunteer in this category reports directly to the Greeter/Adoption Counselor Crew Chief. They are responsible for greeting all customers entering the Shelter/Cat Castle.

**Specific Duties:**

- Be courteous and respectful to customer and employees at all times
- Greet incoming customer in a friendly manner and by asking if they are seriously seeking to adopt, or just browsing.
- Must have a general knowledge of kennel dogs and cats to help assist the customer in locating the appropriate pet.
- Assist customer into the kennel area and answer any and all questions about a specific animal.

- Remove dog from kennel or cat from cage for the customer for closer inspection or for walking
- Obtain a drivers license from the customer prior to customer handling outside the shelter
- Upon selection of possible adoption, refer customer to the Adoption Counselor

***Remember, volunteers must adhere, at all times, to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.***

## **Adoption Counselor**

**Broad Function:** Volunteer in this category reports directly to the Greeter/Adoption Counselor Crew Chief. They are responsible for working with potential pet adopters in the application, screening, counseling, and determination processes relative to pet adoptions through the animal shelter and Cat Castle.

### **Specific Duties:**

- Be courteous and respectful to customers and employees at all times
- Assist potential pet adopters with the viewing, visitation, and adoption application phases of identifying a pet for adoption and/or foster-to-adopt Conduct interviews with applicants to determine the suitability of the animal under consideration for the applicant, and vice versa
- Inform potential applicants of Society required criteria for approved adoptions Inform applicant of the responsibilities and expenses of owning an animal. Assist with training suggestions that may be necessary for problematic behavior Maintain a thorough familiarity with all adoptable animals
- Assist, when possible, with Society-sponsored off-site adoption programs
- Assist with adoption follow-up calls

## **Receptionist**

**Broad Function:** The volunteer in this category reports directly to the Greeter Crew Chief and is responsible for answering the Kennel/Cat Castle telephones and transferring calls.

### **Specific Duties:**

- Be courteous and respectful to customers and employees at all times Answer calls: "Humane Society" and your name. Calls need to be referred quickly and accurately. Some referrals will be to outside agencies. These numbers are on file. Be professional and patient on the phone. If the person requested is not in, ask if you may take a message; obtain caller's name, phone, time/date called and sign your name at the end of the message.
- Greet and assist all persons entering the front lobby (shelter)
- Schedule adoption membership clinic appointments
- Retrieve voice mail messages on the Shelter and Cat Castle telephone lines and respond or refer to appropriate departments or persons
- Be knowledge of basic shelter information (i.e. hours of operation, fees, policies, procedures, etc.)
- Any other reasonable, relative duties as may be assigned

***Remember, volunteers must adhere at all times to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.***

## **Animal Care Crew Chief**



**Broad Function:** Volunteer in this category reports directly to the "New Leash on Life" Coordinator and must abide by the guidelines dictated by the shelter manager or assistant manager. They are responsible for providing ongoing support to Animal Care volunteers and overseeing the general physical well-being of the animals.

**Specific Duties:**

- Be courteous, respectful and helpful to the public and the employees at all times
- Advising shelter manager of any health or disposition problems noticed in shelter animals or any problem found with shelter structures or equipment
- Be knowledgeable of WAHS accepted practice of dog/cat handling
- Be knowledgeable of WAHS programs and general information
- Work closely with the "The New Leash on Life" Coordinator to determine animals needing special care
- Scheduling animal care volunteers for specific duties

## **Evaluator**

**Broad Function:** The Volunteer in this category reports directly to the Animal Care Crew Chief and is responsible for the temperament testing of all dogs in the shelter.

**Specific Duties:**

- Be courteous and respectful to the public and employees at all times.
- Be knowledgeable of programs and guidelines established by WAHS.
- Must be knowledgeable of WAHS accepted practice of dog/cat handling
- Provide temperament testing for all new dogs coming into the shelter and later as requested or needed.
- Update the "dog profile" book after testing. This book is a record of all dogs currently in the kennel, recent adopted dogs, and a dog walker's perspective of any behavioral (positive or negative) characteristics or medical problems of each dog and the results of temperament testing.

*Remember, volunteers must adhere at all times to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.*

## **Groomer/Bather**

**Broad Function:** Volunteer in this category reports directly to the Animal Care Crew Chief and must abide by the guidelines dictated by the shelter manager or assistant manager. Assist in the cleaning of any and all animals in the shelter. Such duties may include, but are not limited to: bathing, grooming, nail trims, etc.

**Specific Duties:**

- Being courteous, respectful and helpful to the public and the employees at all times
- Advising shelter manager of any health or disposition problems noticed in shelter animals or any problem found with shelter structures or equipment cleaning the area after you are finished. (i.e. disposing of animal hair, cleaning equipment used, and returning it to its proper location.
- Be knowledgeable of WAHS accepted practice of dog/cat handling
- Be knowledgeable of WAHS programs and general information
- Work closely with the Animal Care Crew Chief to determine animals needing special care

## **Kennel/Cage Cleaner**

**Broad Function:** Volunteer in this category reports directly to the Animal Care Crew Chief and must abide by the guidelines dictated by the shelter manager or assistant manager. Assist in the cleaning of any and all animal containment areas and other areas of the shelter as prescribed by the shelter manager, including indoor/outdoor areas. Such areas include, but are not limited to: dog kennels, cat room, holding and isolation areas, euthanasia areas, lobbies, clinic area, etc.

**Specific Duties:**

- Being respectful and courteous to staff employees at all times
- Being courteous and helpful to the public at all times
- Advising shelter manager of any health or disposition problems noticed in shelter animals or any problem found with shelter structures or equipment
- Maintaining proper feeding and watering schedules

***Remember, volunteers must adhere at all times to the rules and regulations of the shelter. No employee should ever feel that a volunteer is interfering with his or her job procedures.***

## **Cat Coddler & Caregiver**

**Broad Function:** Volunteer in this category reports directly to the Animal Care Crew Chief and must abide by the guidelines dictated by the shelter manager or assistant manager. Assist in the cleaning of any and all cat rooms or cages within the shelter and Cat Castle. Such duties may also include, but are not limited to: bathing, grooming, nail trims, etc.

**Specific Duties:**

- Being courteous, respectful and helpful to the public and the employees at all times
- Advising shelter manager of any health or disposition problems noticed in shelter animals or any problem found with shelter structures or equipment Cleaning the area after you are finished. (i.e. disposing of animal hair, cleaning equipment used, and returning it to its proper location. Combs must be sprayed with Clorox water or vinegar water solution after each use
- Follow the cleaning procedures in this manual when cleaning cages
- Be knowledgeable of WAHS accepted practice of cat handling
- Be knowledgeable of W AHS programs and general information
- Work closely with the Animal Care Crew Chief to determine animals needing special care

**Guidelines:**

- Allow only six (6) people to a cat room at anyone time
- Anyone under 16 years of age, must be accompanied by an adult
- Do not pick up cats unless they approach you and they are gentle
- Do not put your face near the cats face (If another cat approaches, a catfight may occur.
- Room door must be latched when volunteer leaves the room
- Cleanse hands before going from one room to another or if you have been in the puppy room. Antibacterial mousse is available on the wall outside the cat rooms
- Do not disturb a sleeping or hiding cat

***Remember, volunteers must adhere at all times to the rules and regulations of the shelter. No employee should ever feel that a volunteer if interfering with his or her job procedures.***

# General Information

## Washington Area Humane Society Fact Sheet

### Hours of Operation:

Monday through Friday: 11:30 am to 4:30 pm

Saturday and Sunday: 12:00 noon to 5:00 pm

We are closed on all major holidays!

### Adoption Fees:

All animals are micro chipped, vaccinated, and wormed.

Puppies: \$80.00

Dogs: \$75.00

Kittens: \$80.00

Cats: \$75.00

All adult dogs and cats in the shelter or Cat Castle for more than (30) days are reduced to \$50.00 and if in the shelter more than (60) days, they are reduced to \$40.00. Some purebred adoption fees are higher.

### Veterinary Fees:

Clinic Membership: \$30.00 (add'l. pets are \$15.00)

Rabies Vaccines: \$10.00

Cat Neuters: \$45.00

Cat Spays \$75.00

Dog Neuters/Spays: \$75.00 (up to 25 lbs.)

\$95.00 (26 to 50 lbs.)

\$115.00 (51 to 100 lbs.)

Over 100 lbs.: fee is determined by the vet)

Micro chipping: \$20.00

## Commonly Asked Questions

### I. Shelter Operation

Q. Where is The Washington Area Humane Society located?

A. We are located on Route 136, in Eighty-four, Pennsylvania

Q. What are the hours of operation?

A. Mon.- Fri. 12:00 p.m.- 5:00 p.m., Sat. & Sun. 12:00 - 5:00 (subject to change)

Q. What is the approximate number of animals housed at the Shelter and Cat Castle?

A. At any given time, the Shelter has in residence, approximately 40 dogs and 60 cats.

Q. What is the price of an adoption?

A. Cats \$75.00 Kittens \$80.00 Dogs \$75.00 Puppies \$80.00

(Special discounts on animals residing in the shelter more than 30 days)

Q. How do I adopt an animal?

A. 1. Fill out an application (you must be over twenty-one to adopt)

2. Pay the fee

3. You will be able to take the animal home that day (unless special restrictions on certain animals require a home inspection (i.e. aggressive breeds of dogs, extra large dogs, any medically restricted animal, etc.) We also have the right to deny any adoption application.

Q. Are you a "no-kill" shelter, and what does that mean?

A. Yes, we are "no-kill" which means that we do not euthanize adoptable animals. However, we do reserve the right to evaluate any animal that may be very aggressive, injured, or terminally ill. If they are found to be dangerous to society or the illness requires doing the "humane thing", they will be euthanized. No animal is euthanized without a thorough evaluation (the extent of the evaluation is determined by the urgency, i.e. animal terribly mangled due to an accident will not be left to suffer).

Q. How long have you been "no-kill"?

A. Since 2000 for both dogs and cats (we were "no-kill" for cats only, prior to 2000).

Q. Can I surrender an animal to the Humane Society if I can no longer provide for its care?

A. Yes, providing there is kennel or cage space available. Because many people prefer to surrender their pets to a "no kill" shelter, space is usually scarce. We must also first guarantee space for abused animals brought in by our Humane Officer.

Q. Is everybody a volunteer; or are there any paid employees?

A. Most are volunteers; however, there are a limited number of paid staff (some at minimum wage) to care for our animals every day.

Q. How are you funded?

A. Most of our funds come from private contributions. Contrary to popular belief, the society receives no funding from the county or local major businesses, although, several municipalities contribute. We have many small businesses in the area that help support us, and we have received grants from some major Foundations.

Q. How can I help the Washington Area Humane Society?

A. In many ways:

1. Financially: Whatever you can give, even pennies, help. Or you can become a volunteer and help with fundraisers.
2. Item donations: We accept any usable items either for use on the premises or for resale. This can include, but is not limited to: food, toys, collars, leashes, etc. for the animals; cleaning supplies; office equipment and supplies; and furniture to be used in the operation of the organization. The more items donated that we don't have to buy, the more money we have available to spend on medical supplies and care for the animals.
3. Volunteering: Volunteers are the backbone of this organization. Without them, we would not be able to survive. There are far too many responsibilities raising money and caring for the animal for our small staff to handle entirely by themselves.

Q. How can I help financially?

A. In several ways:

1. Become a constant supporter and join the P.A.T.H.S. Program. By joining this program, you pledge whatever you can afford on a monthly basis (minimum \$5.00). We will mail you an envelope each month for you to return your pledge. Your support helps us maintain a steady monthly budget that we can count on. Large (one-time) donations are appreciated, but we aren't guaranteed a consistent income that would make it possible to pay bills and payroll on a regular basis.
2. Become a volunteer and help the "Ways and Means" committee plan and carry out fundraisers. These can be as simple as collecting money at Walmart, Petsmart, etc.; or as large as a Cash Bash Vegas Night. We ask our volunteers for ideas to help us raise money.

Q. How can I become a volunteer?

A. Just fill out an application!

## **II Volunteering:**

Q. How many hours do I have to volunteer?

A. You can work as little or as much as you wish.

Q. I'd love to help, but I can't go to the shelter because I would want to take them all home. How can I be a volunteer?

A. You don't have to work with the animals to help. We need volunteers to work at Fundraisers such as our Cash Bash, dances, car washes, festivals, etc. In addition, you can work with the animals without going to the shelter by going to our "Off-site Adoptions" at Petsmart, or assisting in our Pet Therapy program.

Q. What programs does The Washington Area Humane Society sponsor in which I can volunteer?

A. Our organization sponsors many special programs that greatly benefit from the work and dedication of volunteers. Please review the Job Descriptions listed in this manual.

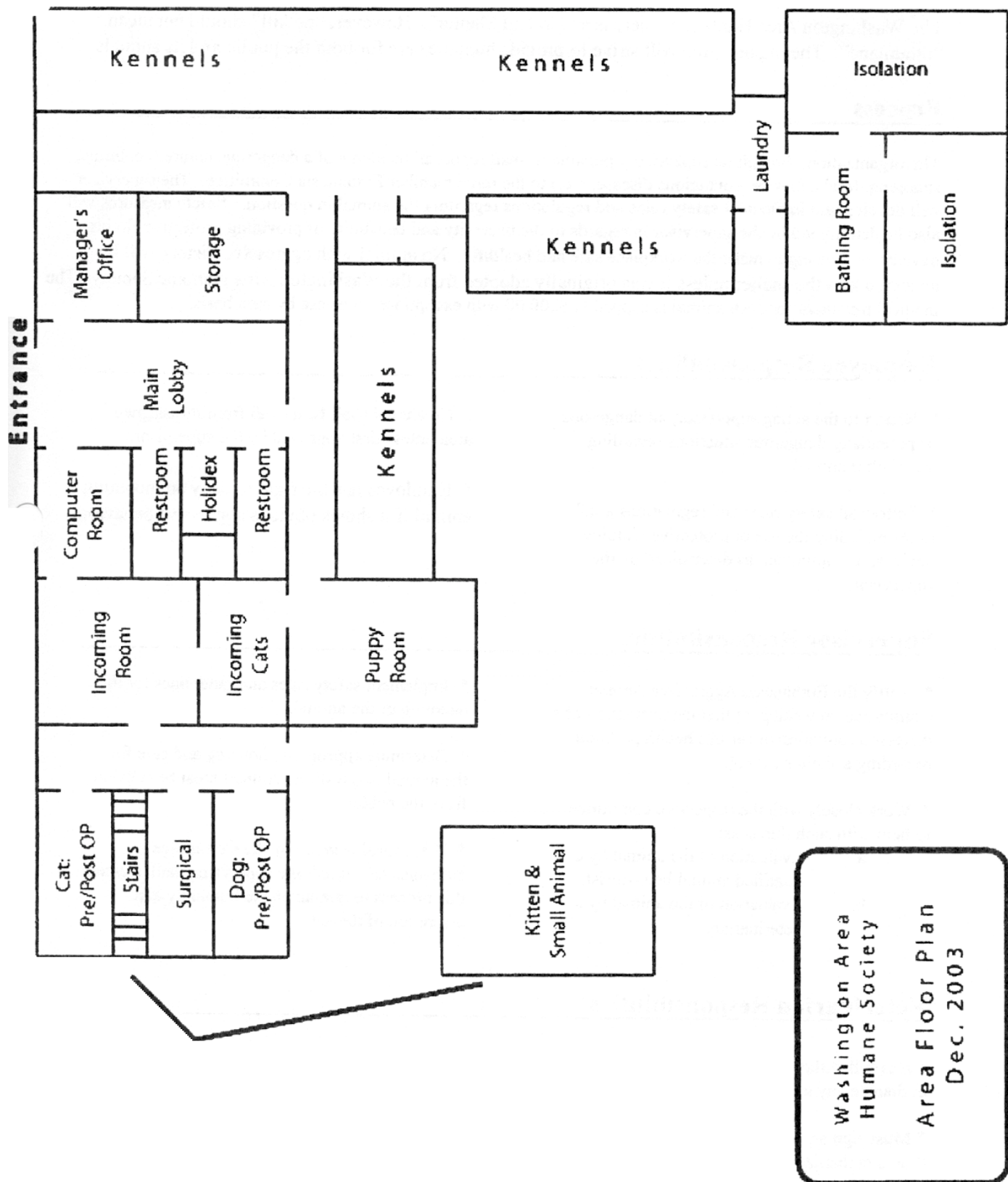
## **Fire Emergency Evacuation**

In the event of a fire all employees are to vacate the building immediately. Then once outside in a safe location the person in charge from each location will make contact with the employees at the other location by use of two-way radios. Then necessary arrangements will be made to try to evacuate any animals that are in the building. No person is to remain inside any building alone to try to save any animals! Every effort will be made to rescue the animals as safety allows. The first priority is to be sure that all employees are out of the buildings and accounted for.

**The Cat Castle Sanctuary employees will evacuate and quickly meet on the hill behind the building.**

**The kennel employees will evacuate and meet in the parking lot by the Spring House.**

(These are the procedures for employees, however, we expect all volunteers to agree to the same procedures)



## **Euthanasia/Aggression**

The Washington Area Humane Society is a "No Kill Shelter". However, "no kill" should not mean "inhumane". The organization will strive to provide humane care for both the public and its animals."

**Process:** The organization, through its supervisory personnel, shall report all incidents of a dangerous nature (i.e. biting, snapping, feral behavior, contagious disease, etc.) to the three member Euthanasia Committee. The supervisor will develop and implement safety rules and regulations regarding the animal in question. Safety measures will also be determined by the supervisor in regards to the necessity and feasibility of providing protective clothing, devices, or housing to make the workplace safe and healthful. No animal with aggressive history will be accepted into the shelter unless it was originally adopted from the Washington Area Humane Society. The medical treatment for each animal is capped at \$200.00 with exceptions on a case-by-case basis.

### **Employee Responsibilities**

- Report to the acting supervisor, all dangerous or potentially dangerous situations regarding any shelter animal.
- No animal shall be moved from its assigned area unless first approved by the supervisor.
- Employee has the right to deny an incoming animal if it shows obvious aggressive behavior.
- Follow all safety rules and regulations at all times including the use of protective clothing, devices, or equipment as determined by the supervisor.

### **Supervisor Responsibilities**

- Notify the Euthanasia/Aggressive Animal Committee, in writing, at first determination of a dangerous situation or serious health problem regarding a shelter animal.
- Work closely with the respective committee, to help with such things as:
  - a. Evaluation of the animal by a qualified animal behaviorist.
  - b. Evaluation of the animal by a veterinarian
- Implement safety rules and guidelines for the handling of the animal.
- Determine appropriate housing and care for the animal in question. Animal must be isolated from the public.
- If approval is given by the Committee to euthanize an animal, the supervisor shall oversee this process to guarantee the humanity and discretion of the act.

### **Veterinarian Responsibilities**

- Has full authorization from the Committee to euthanize any animal for medical reasons.
- Must sign a euthanasia form for any animal that is euthanized.
- A period of 48 hours is to be permitted for the removal of feline leukemia positive cats to appropriate housing facilities. Any cat not removed from the premises within 48 hours will be euthanized with full approval of the Committee.

### **Committee Responsibilities**

The Euthanasia/ Aggressive Animal Committee shall be established and responsible for the solution to each shelter animal that has been determined to be a danger to people (employees, the public, or prospective adoptive families) or other pets, whether from aggression or as a health risk.



- Upon receiving written notice from the supervisor determining that an animal problem exists, the committee shall resolve the situation as quickly as possible.
- Devise a course of action to either place the animal in an appropriate environment, or have the animal humanely euthanised.
- The committee must approve the euthanasia of an animal prior to the actual act unless it is determined to be an emergency situation and the committee is not available for prior approval.

## Maintenance – Feeding and Cleaning

1. Kennels shall be cleaned thoroughly at least once daily following management- prescribed products and methods of cleaning. Any waste matter (feces, urine, vomit, etc.) will be removed from kennels, cat cages, litter boxes, etc. ... and the area re-cleaned upon inspection throughout the day. Continual inspection for sick animals is imperative, and they shall be removed at once to the isolation area to be checked by the veterinarian or veterinary technicians if sign of illness are manifested.
2. Proper use of cleaning materials is essential for the best health and welfare of the animals. Kennel staff shall check sewers and troughs for waste matter not dissolved. An adequate program of sewer maintenance determined by the manager will be adhered to. This also applies to maintenance of lights, hoses, fans, cages, and similar equipment, and any needed repairs or replacements shall be reported to the manager.
3. Maximum effort will be made to prevent wetting of animals during the cleaning process. Dogs should be shuttled to dry cages or outdoor runs whenever possible using in the case of puppy and cat cages a rotation method necessitating one empty cage at any given time for this purpose. This also applies to puppies that get wet from drinking cups, etc, as they are very susceptible to viral infections.
4. When an animal is removed from a cage, particularly for euthanasia or if disease is suspected, that cage will be thoroughly cleaned and disinfected -bars, floors, walls, and ceiling -and be permitted to air dry before being used. All food and water dishes are to be sterilized or disinfected prior to use.
5. Dogs will be separately caged will feeding to allow an even distribution of food, and all leftover food shall be discarded, NOT RE-DISTRIBUTED. Food amounts shall be allotted according to the size and nutritional requirements of each animal as prescribed by management, as well as the brands and consistency of foods.
6. Water pans must be kept filled at all times with puppies' pans 1/2 full. Pans must be cleaned and disinfected daily.

## Cleaning Procedures

**Large and Medium Dog Runs:** Weather permitting (50 degrees or higher) dogs may remain outside in runs during cleaning. If it is raining, snowing, or below freezing, leave the dogs outside only until the run is cleaned, cleaning one run in its entirety at a time. Fill sinks and laundry tubs with bleach/dish soap mixture; allow water bowls to soak while you are cleaning the runs. Scoop each of the runs. Clean one run at a time, hosing out remaining feces. Apply management-prescribed cleaning products to run and dog resting board, scrub with brush, also cleaning dog bed. Leave cleaning/disinfectant solution on run for at least 10 minutes. Rinse run and resting board thoroughly. Squeegee the water out of the run. Blankets should be hung over the gate until bed is dry. If dirty, blanket must be washed. Resting board should be placed against wall until dry. After finishing a section, replace water bowls. After bringing in the dogs, place food bowls in run (1 for each dog). While dog is eating, clean the outside run. Any feces hosed into trough must be scooped when run is completed, then trough should be flushed with an appropriate product prescribed by management.

**Cat Room and Adoption Room:** If there are no empty cages to put puppies in while cleaning, use a crate from the clinic. Remove paper from cage, scrub cage thoroughly, paying special attention to the gate. All feces must be cleaned from the cage gate. Use Chore Boy scrubby for cleaning cage. Water, food bowls, and litter pans should be washed in a bleach/dish soap solution and placed back in the same cage. Sponge mop floor, using bleach solution. NOTE: Puppies are not permitted to run on floor while cage is being cleaned. Put only two to three puppies to a cage. If puppies are larger,

reduce the number per cage. Gates should be dipped monthly, or when a sick animal is removed from the cage. For the cat cages, change towel in cat cage each day. Move cat to clean cage while cleaning cage and remove nose discharge from cages and gates (do not use these in litter boxes). Place litter pan bowls in cages from which they were removed. Litter scoops should be soaked in bleach solution. (Change bleach solution). Check to see if the animals are eating and using their litter pans. If not, report to the shelter manager.

**Cleaning Isolation Area:** Follow cleaning instructions as for cat room. Discard paper from cage, and towels should be washed in the WASHER LOCATED IN ISOLATION AREA. Towels must be changed daily and kept in cabinet in washer/dryer room. Cats should be placed in carrier while cage is being cleaned. Bowls should be washed in sinks; litter pans in bath tub. Each cat should receive dry food and a small amount of canned food in separate bowls. These are sick animals and sometimes will not eat dry food. If the animal's eyes are runny or the nose is not clear, wipe with moist paper towel, using a separate towel for each animal. Sponge mop the floor with appropriate solution. Do not use a strong bleach solution in Isolation. Any extra water and food bowls must be kept in a cabinet in Isolation after they are washed. Tops of cages must be kept clean and newspaper stored in wooden box. Carrier used for cats must be disinfected after the cages are cleaned. If animals are not eating, notify the shelter manager. Pay careful attention to notes from veterinarians regarding any instructions for medicines and/or other treatments.

After cleaning is completed, bowls and litter pans must be placed in specified cabinets if they are not being used. Tops of cages must be kept free of debris and should be disinfected weekly. Cleaning agents must be kept on shelves and appropriately labeled. Additionally, MSDS sheets will be readily available for said products. Before the close of the work day, all food bins should be filled, litter bin should be filled, newspaper stacked, all garbage can emptied and a clean liner placed in each can.

**Cleaning of Bathrooms, Adoption Room and Kitchen:** These rooms should be swept and vacuumed daily, then mopped. Counters should be kept clean and orderly. Windows and sills should be cleaned weekly.

**Cleaning of Cat Castle:** (Follow same procedures as listed for cleaning Cat Room and Adoption Room.)

## **Animal Preventive Health Policies/Procedures**

All animals are given their initial shots and worming while in the kennels. Animals under the age of 5 months must be taken to the owner's veterinarian or to our clinic through the Membership Veterinary Package for its booster shots. All cats and dogs over the age of three months are required by law to be vaccinated against rabies.

The kennel manager is responsible for maintaining accurate kennel records. The Society shall examine and prescribe medication for any of its own dogs or cats that come back for a check-up. It is the responsibility of the new owner to make sure the animal receives proper medical care, and the clinic should be contacted for serious illness as THE SOCIETY CANNOT REIMBURSE PRIVATE VETERINARIAN FEES. The chief veterinarian shall determine which treatment and fees are advisable, but clients must at least pay for the cost of the medicine prescribed. Membership Veterinary Packages are available for members of the Humane Society who have adopted at least one animal from our kennels. Treatment through the clinics is by appointment only and at present, offers limited service at a discount price.

Vaccination and other preventive health procedures shall be carried out by veterinary technician staff according to prevailing standards, Society policy, and professional advice and oversight by the chief veterinarian/medical director.

All canines and felines deemed as adoptable, as well as those which will be impounded for any period greater than two (2) days, and are considered by all reasonable aspects to be healthy, shall be vaccinated with the prevailing, approved vaccines by the Society. Dogs being considered for adoption may also be tested for parvovirus or if deemed necessary heartworm. Cats considered for adoption shall be tested for feline leukemia in both cases currently accepted veterinary-advised methods shall be used. Said animals shall also be thoroughly checked for external parasites (fleas, ticks, ear mites, etc.). Further, all such animals shall be tested, and if necessary, treated for intestinal parasites in accordance with generally accepted standards. Society procedures and products shall be reviewed at least once annually by the chief veterinarian.

In most cases, animals less than seven (7) weeks of age shall not be vaccinated. If an animal is greater than sixteen (16) weeks of age and has received no known prior vaccinations, it shall receive two (2) vaccinations one month apart. After the final vaccination has been administered, animals shall be considered protected for one year.

Any animals adopted from the Society will be directed by staff to consult with a Society veterinarian or the client's personal veterinarian for a physical exam and review of booster schedule within seven (7) days following adoption. Clients will be advised of Society's recommended schedule of follow-up physical exams and booster shots.

No medications (vaccines, worm medications, antibiotics or other) shall be dispensed to adopting parties without approval of a staff veterinarian.

All parties adopting Society animals shall be advised that Pennsylvania law requires a current rabies vaccination for all dogs and cats twelve (12) weeks of age or older.

## **Preventative Health Care Protocols**

### **Canine Vaccination Protocol**

6-8 weeks	DHLPP every 3-4 weeks (series of three)
9 weeks or older	DHLPP every 3-4 weeks (series of two) Includes adult dogs
12 weeks or older	RABIES one year (booster required)
	Bordatella given the day of arrival

### **Feline Vaccination Protocol**

6-8 weeks	FVRCP every 3-4 weeks (series of three)
9 weeks or older	FVRCP every 3-4 weeks (series of two) Includes adult cats
12 weeks or older	RABIES one year (booster required)

### **Deworming Schedule**

6 months or younger	Pyrantel (Iml/10#) day of arrival
	Fecal check 2 weeks after and every 3 months until adoption
6 months or older	Fecal samples every three months until adoption

If positive fecal check-appropriate wormer to dog and pen mates. Recheck sample in two weeks. Look closely for tapeworms in samples.

Pyrantel	Roundworms, hookworms
Droncit	Tapeworms
Drontal Plus	Roundworms, whipworms, tapeworms, hookworms
Fenbendazole (Panacur)	Whipworms, roundworms, hookworms

### **Feline Viral Testing**

Adult male	FEL V IFIV test
All others	FEL V test only

## Spay & Neuter Program

The Society **REQUIRES** the spaying/neutering of all animals adopted from our kennels. Any animals adopted from our kennels **MUST** be spayed or neutered prior to the discharge from the kennels unless otherwise directed by the chief veterinarian for health reasons. Subsequent failure to comply with this exception will constitute a breach of the placement contract, subject to forfeiture, return of the animals or our kennels, and civil damages. New owners should be aware of this policy before adoption. The cost of spaying/neutering is included in the adoption fee. Unaltered shelter animals being adopted shall be held for surgery and given top priority.

All canines and felines must have their current distemper inoculation before surgery is performed. Clinic members desiring surgery for their other non-society pets must contact the Society for appointments for spay/neuter or other surgery. All inquiries regarding policies and procedures should be referred to a veterinary technician. Such shall call as early as possible for possible surgical appointments since there is usually a waiting list. Any veterinarian identified or contracted by the Society for performing spay/neuter surgeries and as well as proof of veterinary medical liability insurance.

Because of limited funds, spaying/neutering financial assistance is not available.

## Adoption Policies

The adoption of pets from the shelters shall be performed in a discretionary manner with mutual consideration of the welfare of both the animal to be placed and those residing in the home where the animal is to be placed according to the following policies:

General Adoption Guidelines:

1. Adopters must be twenty-one (21) years of age.
  - Adopters must become the owner of the pet.
  - No animal may be adopted to a guest or dependent.
2. No adoption shall be granted as a gift for another party.
  - Those wishing to give a pet as a gift may purchase a gift certificate.
  - If the recipient of said gift certificate is not approved for pet adoption, a full refund of the certificate shall be given to the donor.
3. Adopter must either own their own home or submit proof that the owner of the property where the animal will live is willing to allow animals to reside on the site.
4. The Society retains the right to refuse adoption if residency is deemed to be temporary or transient.
5. Management reserves the right to deny adoptions into home where preadolescent children live if the children are deemed too active or rough for the animal requested.
  - Young puppies and kittens are especially protected herein as over-stimulation and excessive handling can be detrimental to the animal's well-being.
  - Older animals, especially certain breeds of dogs (Italian Greyhounds, Chihuahuas, Yorkshire Terriers, Toy Poodles), are protected from rough handling which could result in broken bones or internal injuries.
6. If an animal is being considered for placement in a home where it will be alone for extended blocks of time (longer than eight hours), the adopter shall be made aware of techniques (e.g. crating, pet sitter, etc.) to help ensure a successful situation.
7. Management reserves the right to deny the adoption of an animal if it is felt an animal will not receive the appropriate care.

8. The Humane Society will not adopt out a cat if it is to live outside. We will adopt out cats if they are meant to be barn cats, with the assurance that they will be provided adequate food and shelter (this is for cats that do not adapt at the Humane Society and/or cannot be readily handled by the staff). It is up to the discretion and common sense of Society staff to determine if a cat would adapt as a barn cat. (An older cat w has lived in a house all its life may not make a good transition to a barn cat. Adoptions should be refused to people who plan to leave the cat outside all and/or the majority of the time unless said cat is deemed by management as known to be unsuitable for keeping indoors. When a cat is outside, the client should use a collar/harness with a leash and stay with the cat when it is outside.
9. Conduct of adopter will be considered at the time of adoption. If an adopter's demeanor, intent or previous pet history is unacceptable, adoption will be denied.
  - It will be considered in the best interests of the animals to maintain a "no pet" list based on potential adopter's known past history.
10. The Society retains the right to deny former owners the return of a surrendered animal if they do not qualify for adoption according to the Society's guidelines and/or policies.
11. If applicable, all prospective adopters shall furnish veterinarian history at the time of application.
  - Veterinarians will be contacted as a matter of reference regarding pet care history.
12. Unless thoroughly reviewed and subsequently approved by management, no one living outside the state of Pennsylvania shall be approved for the adoption of an animal.
13. The Society is obligated to select what it considers to be the most suitable home/adopter for a shelter animal.
  - In the event that more than one party expresses an interest in an available animal, all parties shall complete an adoption application.
  - The Society will award the adoption based upon: A prescribed process of elimination. If adoptive criteria are equal, adoption will be awarded on a "first come" basis.
14. The Society will not reserve any animal for adoption, or accept any partial payment to reserve an animal for later adoption.
  - Prospective adopters shall be informed when an animal is available for adoption and such an animal shall be adopted out based on: application suitability and chronological order of request.
15. All animals adopted from the Society must be spayed or neutered, and micro chipped prior to release from the shelters.
  - Mandatory pre-adoption spay/neuter is required for all animals.
16. Special consideration shall be given to the potential adoption of large-breed dogs (e.g. German Shepherds, St. Bernards, Great Danes, etc.) with regard to the type of home (single family vs. apartment/mobile home) and the outdoor exercise area.
  - Management shall use discretion on the placement of large breed dogs.
  - Management reserves the right to refuse such adoptions if it is felt that the
  - prospective home environment is not suitable based on a prior check by Humane Officers.
17. Purebred Rescue groups will be contacted to:
  - Provide prospective pre-screened adopters.
  - Evaluate temperament or identify breed-specific problems.
18. Dog which are considered to be dangerous or suspicious with regard to children and/or adults will not be placed for adoption.

- Determination will be made based upon survey information, observation by staff and/or other behavioral specialists.
- Known biters will not be placed for adoption.

19. The Society reserves the right to conduct a home visit or inspection prior to approving a pet for adoption.

20. The Humane Society adopts animals for incorporation into a home unit.

- No animal shall ever be adopted or given out for use in research
- No animal shall be adopted or given for consumption by humans or other animals.
- No animal shall be adopted for any single utilitarian purpose (e.g. guard dog only; hunting dog only; barn mouser only)

21. The adoption application must be filled out completely.

- Evidence of an accurate street location is required.
- Directions to the client's residence shall be requested if the address is an RFD# or Post Office Box location.
- The Society reserves the right to deny an adoption if the application is incomplete or questionable.

22. An adoption contract is a legal, binding document between the Humane Society and the client.

- Society staff shall review all information provided in the contract with the client prior to processing any adoption request.
- Society staff is required to provide all pertinent information about an animal with the adopting party.
- Society staff shall make certain usual and necessary documents (including questionnaire) accompanies the adopting party upon departure of the shelter.
- Any violation of the signed contract by the adopting party shall result in a civil suit against the party for damages in the amount stated in the adoption contract.

23. Institutional/agency adoption will be considered on a case-by-case basis with the agency administrator and Society's management.

- Final decisions regarding institutional/agency adoptions will be made by the Executive Director of the Humane Society.

24. Pet adoptions by staff members of the Society must be approved by the Executive Director.

25. Any client of the Humane Society dissatisfied with an Adoption Counselor's decision shall be referred to the Executive Director.

- Wherein the Director will review the case with both the Society staff and the patron to render a final decision.

26. Management shall establish hours of operation for adoptions, as it deems appropriate.

- Regardless of closing hours, no patron will be denied the opportunity to adopt a pet solely because of impending closing times. Customers who are in the shelter or Cat Castle at close shall be fully processed without exception.

27. All animals being adopted from the Society shall remain safe and in proper control throughout the adoption process. Dogs shall remain in their kennel area or on a leash; cats, kittens, and puppies shall remain in their cages until adoption process is complete.

*The above policies shall be carried out to determine adoption approval and shall serve as a basis for the execution of a formal adoption contract between the Humane Society and adopter. The application and/or contract may be amended at the Board of Directors discretion. Sample copies of the adoption application and adoption contract can be found in Section 4 (W.A.H. S. operating forms and documents) of this manual.*

