



The Dodge County Humane Society, Inc..

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A 501(c)(3) not for profit organization

**The Volunteer Handbook of
The Dodge County Humane Society, Inc.
N6389 State Road 26
Juneau, WI 53039**

**Effective:
January 1, 2009**

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SUMMARY 17

WELCOME TO THE DODGE COUNTY HUMANE SOCIETY, INC.

This Volunteer Handbook has been created to give you information about the Dodge County Humane Society and to acquaint you with some of our policies and procedures. Its purpose is to give our volunteers guidelines to follow during their time at the shelter. You should read this and keep this Volunteer Handbook in a place for easy reference. There is a copy available at the shelter for reference if needed. You will need to sign a statement acknowledging that you have read this manual and understand the policies. Any disciplinary action to an volunteer will be guided by this manual.

We are committed to our mission, which is, "The mission of the Dodge County Humane Society is to promote animal welfare by providing care and shelter to animals in need, by facilitating adoptions, and by educating the public."

The Dodge County Humane Society, Inc. was formed in 1967 by a group of concerned citizens and was incorporated in 1968. We are a 501(c)(3) not-for-profit, non-stock corporation. All donations made to us are tax deductible.

The number of animals entering the shelter has greatly increased since 1967. Our primary duty is to give compassionate and proper care to the animals while they are at the shelter. Because of this commitment, many of our jobs are not pleasant or easy, and it can be stressful working at the shelter.

In order to meet our goals of improving the quality of life for the animals in our care, we encourage our volunteers to suggest ways to improve the quality of our services. The success of our shelter rests with its' volunteers. We believe in an "open door" policy. Any volunteer, employee, or member of the public may discuss any concerns they have with us or a board member at any time.

Welcome to the team! We look forward to a long and positive relationship between you and the Dodge County Humane Society, Inc.

Sincerely,

Kimberly J. Waugus
Shelter Director

PURPOSE AND USE OF THE VOLUNTEER HANDBOOK

This Volunteer Handbook is designed to acquaint you with the Dodge County Humane Society, Inc. and provide you with information about Dodge County Humane Society's procedures, working conditions, and policies. All volunteers must comply with the provisions of this Volunteer Handbook.

The contents of this Volunteer Handbook are presented as information only. Volunteers are employed on an "at-will" basis, and therefore can resign at any time, just as Dodge County Humane Society, Inc. can terminate you at any time. When this Volunteer Handbook refers to a manager, it means the Shelter Director, Volunteer Coordinator, or a Manager. When the handbook refers to a supervisor, it means the person in charge for the day if a manager is not working.

If you have any questions about this handbook, please feel free to consult with the Volunteer Coordinator or Shelter Director.

ACKNOWLEDGEMENT AND CONFIDENTIALITY PLEDGE

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 Dodge County Humane Society, Inc. is free to terminate me at any time.

I understand that it is my responsibility to abide by all of Dodge County Humane Society's 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 The Dodge County Humane Society, Inc.

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 Dodge County Humane Society's 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 Dodge County Humane Society, Inc.

I will maintain this confidentiality for the term of my service and for a period of one (1) year following separation from the Dodge County Humane Society. I understand that this confidentiality pledge will remain in effect after separation and that I will deliver to the Dodge County 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 Director of The Dodge County Humane Society, Inc.

Volunteer Signature

Date

Name (please print)

Volunteer Coordinator/Manager
Dodge County Humane Society, Inc.

Date

INTRODUCTORY POLICIES

Orientation

All prospective volunteers must complete a Volunteer Application and meet with the Volunteer Coordinator. Misrepresentations or omissions of any kind may result in denial or be cause for subsequent dismissal. All volunteers must attend a volunteer orientation before they can volunteer at the shelter. The orientation will include the following:

- Review of volunteer job descriptions including expectations for specific job responsibilities.
- A review of all shelter policies and procedures.
- Knowledge and location of fire extinguishers.

Confidentiality

You agree not to disclose or use any of the shelter's confidential information. This may include information concerning the shelter's customers, financial records, business practices, euthanasia information, health information, volunteer records, vendor records and more. All requests for information shall be referred to the Shelter Director. No one is permitted to remove or make copies of any shelter records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination as well as other possible legal action.

Word of Mouth

Most publicity regarding any place of business is passed by word of mouth. Satisfied customers speak to some, but dissatisfied customers speak to all. Our reputation and our employment are based on all volunteers and volunteers of The Dodge County Humane Society, Inc. treating everyone equally and respectfully.

Media Requests

Volunteers are not authorized to discuss situations involving the shelter with the media. Media requests should be forwarded to the Shelter Director who will handle all requests on behalf of the shelter.

VOLUNTEER CLASSIFICATIONS

Volunteer Classifications

Dog Walker. Dog Walkers will not only exercise dogs, they will also teach basic manners and how to walk nicely on leash. Minimal knowledge of canine behavior required. Ability to walk 2 miles required.

Dog Handler. These volunteers go one step further when working with dogs. If dogs need specialized attention, such as overcoming shyness, these volunteers will work one on one with the dog. Knowledge of canine behavior and positive training techniques required. These volunteers will work under the direction of the Shelter Director.

Cat Socializer. Cat socializers will help cats adapt to being held by humans, how to live in a home, and how to have a good time. A lot of our cats arrive as strays. They have had minimal human interaction and don't know how to act indoors. Knowledge of feline behavior and handling required.

Topper. Toppers help us in the afternoons by providing fresh water and "topping" off the animal's food. Toppers will also pick up the dog yards and scoop litter boxes. Ability to bend and lift 25 pounds required.

Cat Groomer. Cat Groomers also handle cats, but they also clean ears, clip nails, give baths, etc. Some cats are not too fond of these grooming tasks, so cat groomers will receive additional training. Knowledge of feline behavior and handling required.

Office Helper. These volunteers help with filing, putting together adoption packets, writing thank-you letters, mailings. Previous office experience is helpful, but not necessary.

Greeter. Our building is quite large and we need people to greet people as they enter and direct them. Greeters must be people orientated and people friendly. Smiles are required.

SNAP-per. SNAP-pers assist at our spay/neuter clinics where. Duties include assisting with exams, spay and neuter surgeries, and recovery. Cat and dog handling skills required.

Handy Person. Handy men and women will perform repairs to building and equipment and help maintain the buildings, equipment and outside grounds. Duties include, but not limited to painting, minor construction, lawn mowing, and cleaning. Ability to lift 50 pounds preferred; ability to lift 25 pounds required.

Foster Home. Foster homes temporarily house animals that aren't doing well in the shelter, need medical attention, or special attention. Fostering is a great experience, but not for everyone. Foster parents must submit a separate application and meet with the Animal Care Manager or Shelter Director before fostering their first pet.

Volunteer Hours/Entrance

Hours of operation for Dodge County Humane Society, Inc. volunteers shall be designated by the Volunteer Coordinator or a manager. Volunteers are required to enter through the front door and sign in at the reception counter.

Continuing Education

Volunteers are encouraged and welcomed to expand their animal knowledge. This includes conferences, seminars, and safety programs. Any costs incurred will be the responsibility of the volunteer unless prior arrangements are made through the Shelter Director.

Stress Management

At times this can result in feelings of sadness, helplessness and anger. If you need to discuss uncomfortable feelings or any aspect of your work, please seek out a manager.

Worker's Compensation

Volunteers are not covered under Worker's Compensation Insurance.

ATTENDANCE

It is essential that the shelter is able to adequately meet the needs of the animals and the public. To accomplish this objective, attendance is required of all volunteers when scheduled. Excessive absenteeism and/or tardiness may lead to termination.

COMPLAINT PROCEDURE

It is The Dodge County Humane Society Inc.'s policy to communicate openly and candidly with you. Communication is vital in shelter operations. If you have a problem, please discuss it with the Volunteer Coordinator, Shelter Director, or a manager

PERFORMANCE, DISCIPLINE and TERMINATION

Corrective Action

The shelter's corrective action program is designed to encourage individuals to become satisfactory volunteers. Based on the severity of the incident, as determined by management, a warning will be issued or the volunteer terminated.

Work Rule Violations Resulting in Corrective Action

- Unlawful harassment of fellow volunteers, customers, employees or anyone else.
- Assault of fellow volunteers, customers, volunteers or anyone else; brawling or fighting on shelter property.
- 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.
- Horseplay - such as running, shoving, pushing, throwing objects and/or any type of conduct which could jeopardize the safety of others, interfere with the work efforts of others or encroach upon the rights others.
- 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 The Dodge County Humane Society, Inc.
- 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).
- Violating the shelter's policy with regard to Communication Systems Usage.

- Any form of dishonesty.
- Violation of the shelter's Alcohol and Drug Policy.
- Theft or unauthorized removal of property belonging to others or to The Dodge County Humane Society, Inc. Theft includes the "pirating" of software.
- 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.
- Gambling on any property owned by The Dodge County Humane Society, Inc.
- Unauthorized solicitations or distributions.
- Any other conduct which The Dodge County Humane Society, Inc. deems to be grounds for disciplinary action or discharge.

ALCOHOL and DRUG POLICY

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

EUTHANASIA POLICY

We face difficult decisions involving the animals at The Dodge County Humane Society, Inc. and, although the decisions to euthanize animals must be made, they are not made lightly. We understand that our volunteers become attached to the animals they work with and we realize that euthanizing a favorite animal of a volunteer will cause stress and distress to our volunteers. It is not our intention to upset our volunteers, but our volunteers must understand that euthanizing animals is a part of working at this shelter.

WORKPLACE SAFETY

Safety

The Dodge County Humane Society, Inc. is committed to providing the best possible working conditions for all volunteers. To accomplish this goal, the shelter shall not only comply with all current occupational health and safety laws; it shall develop policies and procedures to meet this objective.

The shelter bases all safety practices on the principle of least acceptable risk as defined by all relevant federal, state, and local laws and regulations. To this end, the shelter will control

and reduce volunteer exposure to known or clearly suspected occupational health and safety risks and attempt to lower risks as quickly as is legally and economically possible.

All volunteers are expected to be safety conscious and to assist the shelter in finding conditions on the premises that might cause an accident. Unsafe conditions or injuries received while at work, even though slight, are to be reported to a manager.

Horseplay and practical joking can result in serious injuries or death; volunteers practicing such may be disciplined, up to and including termination.

Housekeeping

A clean work area makes for a more pleasant, as well as safer place to work. Volunteers are to keep any Dodge County Humane Society property neat, orderly and safe for the public, employees, and volunteers.

Volunteers are encouraged to be conscious of health, safety and fire prevention. Fire extinguishers are located throughout the building.

Injuries

- All work-related injuries and illnesses must be reported to a supervisor or manager immediately, regardless of the severity. We want to ensure you receive immediate and appropriate care.
- An Accident Report must be completed immediately whenever conditions permit (not later than 24 hours after the incident).
- The facility has a central First Aid cabinet. Minor injuries can be attended to using these resources.
- If more extensive medical attention is needed immediately, advise a manager and call 911.

Personal Protective Equipment

- Personal safety equipment (catch poles, bite gloves, vinyl gloves, safety glasses with solid side shields, mouth and nose protectors, splash aprons / shoe covers, and microshield resuscitators) must be properly used and maintained.
- Do not leave long hair unconfined, and do not wear loose clothing, rings, bracelets, necklaces, or open toed shoes.
- Utility gloves must be worn when handling broken glass or sharp objects.

Emergency Evacuation and Fire Safety

- Smoking is prohibited at all times inside the facility.
- Smoking is permitted outside the building and you are requested to discard cigarette butts and other tobacco products in proper containers.
- Learn the location of all fire exits, extinguishers and first aid equipment in your area.

- In the event of a fire, your supervisor will direct you to evacuate the premises through marked exit doors. At no time should anyone block fire equipment or exit doors.
- After evacuating the premises, volunteers must not scatter or leave for home, they must gather in the parking lot well away from the building so that we can account that everyone was able to safely evacuate and no one remains in the building.

BURKE CENTER EMPLOYEES

The Dodge County Humane Society, Inc. employs prisoners from the John C Burke Correctional Center. There are two types of employees from Burke, community custody and work release. There are specific rules that apply when working with either type of these employees. The Burke employees are treated in the same manner as any other employee, but with a few exceptions.

No Burke employee is allowed to use the telephone, internet, handle any medications or needles, leave the shelter grounds, or have family/friends visit them while at work.

Volunteers may not offer Burke employees any food item that is not offered to everyone present at the time of offering. Burke employees may not accept food items from any other volunteer unless it is offered to everyone.

No volunteer may offer Burke employees any item, including personal items, money, cigarettes or gift certificates at any time. Burke employees may not accept these items.

No personal information of anyone, be it yours or someone else, shall be given to a Burke employee. All personal information will be kept confidential from Burke employees. Family discussions, personal circumstances, activities outside of work should not be discussed with Burke employees.

Any volunteer that helps a Burke worker participate in use of the phone, internet, or acceptance of gifts or has knowledge of use or acceptance will be immediately terminated.

Any volunteer violating these rules is subject to criminal charges by the state per statute 53.095.

WORK REQUIREMENTS

Dress Code

The purpose of The Dodge County Humane Society Inc.'s dress code is to maintain an atmosphere of professionalism, safety, and good customer service.

Volunteers must be neat and clean at all times. Offensive body odor or excessive use of perfumes, colognes, or other scents that may affect others is not acceptable. Any jewelry worn should not pose a danger or hazard in working with animals. Earrings worn on the earlobes are permitted, but volunteers working with animals may not wear hoop earrings or pendulous earrings because of the possibility of injury or entanglement. Tattoos are permitted, but any tattoo that is deemed offensive by anyone, that being an employee, volunteer, customer, board member, etc. must be covered.

Volunteers must wear closed tennis shoes or rubber boots, slacks, scrubs, or T-shirts while cleaning and working with animals. No tank tops, sleeveless shirts, shorts, or Capri pants are allowed. Volunteers are encouraged to wear shirts promoting the shelter.

For safety reasons, shorts, sandals, or slip-ons are not permitted at any time in the shelter.

Schedule

The Volunteer Coordinator will schedule all volunteers and provide a monthly schedule.

Emergency Contact Information

All volunteers must provide a current working phone number for an emergency contact person that can be reached by management. This could be a cell or home telephone.

SHELTER PROPERTY and USE OF EQUIPMENT

Shelter Property

A volunteer is expected to exercise care in their use of shelter property and equipment and to use such property only for authorized purposes. Negligence in the care and use of shelter property may be considered cause for dismissal. Unauthorized removal of shelter property from the premises will be considered cause for dismissal and possible prosecution.

Communication Systems Usage

Volunteers are prohibited from using the shelter's equipment and communication systems unless permission has been received from a manager. Violations of this policy should be reported immediately to a manager. Any volunteer who violates this policy or uses shelter equipment or a communication system for improper purposes may be terminated.

Telephones

Our phone lines must be open at all times for customers' needs. Personal calls, both incoming and outgoing, are not allowed unless permission has been received from a manager. Such calls must be held to a minimum.

Parking

It is recommended that volunteers keep their cars locked while in the parking lot. The shelter assumes no responsibility for damage or theft of any automobile or personal property left in any automobile in the shelter parking lot. Volunteers are encouraged to park as far away from the front entrance as possible.

Vehicles

The purpose of this policy is to set minimum qualifications for drivers of The Dodge County Humane Society, Inc. vehicles and standards for vehicle operation. A volunteer can operate a Dodge County Humane Society, Inc. owned vehicle only if he/she is:

- Acting under the direction, and with the explicit permission, of The Dodge County Humane Society, Inc.;
- Aged 18 or older and a holder of a valid Wisconsin license for the class of vehicle in question
- Otherwise qualified under federal and state regulations to drive the vehicle in question.

Volunteers responsible for operating The Dodge County Humane Society, Inc. owned vehicles will be required to show they have an acceptable driving record. The following driving violations are unacceptable:

- Driving a motor vehicle under the influence of alcohol, a controlled substance, or any drug that impairs driving ability
- Refusing to submit to a test to determine alcohol concentration while driving a motor vehicle
- Using a motor vehicle in the commission of any felony
- Leaving the scene of an accident unlawfully
- Committing more than one major traffic offense over a 12 month period, including reckless driving, careless driving, or a major moving traffic infraction
- Receiving a felony revocation of driving privileges or felony or misdemeanor driver license suspension within the last 12 months
- Transporting a controlled substance unlawfully

While operating a personal or Shelter-owned vehicle while on Dodge County Humane Society, Inc. business, volunteers must:

1. Observe applicable speed limits at all times
2. Obey all traffic rules and regulations
3. Wear seat belts at all times
4. Report any accidents in which they are involved to the police and Shelter Director.

The driver of the vehicle is responsible for ensuring compliance of seat belt use by all vehicle occupants.

Any Dodge County Humane Society owned vehicle in which a seat belt is inoperable cannot be used until the seatbelt is repaired. Volunteers who discover an inoperable restraint system must report the defect to a supervisor or manager.

A printed card titled "In Case of Accident" must be kept in the glove compartment of each Dodge County Humane Society owned vehicle. The card is intended to provide volunteers with easy access to guidance on what to do when an accident occurs. In general, the following requirements apply:

- Volunteers must report an accident to the local police and then a manager.
- Volunteers must complete an incident report for each accident. This applies even if the volunteer backs into an object which causes a dent but will not require repair.
- Volunteers are prohibited from signing or making any statements regarding their responsibility or fault for a traffic accident that occurs while they are driving a Dodge County Humane Society owned vehicle. Volunteers should avoid explaining or describing the accident to anyone except public safety personnel, a manager, or the

claims adjuster or attorney for the Dodge County Humane Society's insurance company.

- Volunteers must obtain names, addresses, phone numbers, and license numbers of the other drivers involved. Volunteers also must collect insurance company contact information from the other driver(s) and the addresses and phone number of the police department where the accident report will be prepared.

Any person using the company vehicle shall abide by the rules stated above and below:

1. Shelter vehicles shall not be used for personal use by volunteers.
2. Shelter vehicle are to be used by authorized personnel only. Authorized personnel are volunteers that meet the above criteria and volunteers that have been given previous authorization from management.
3. No unauthorized passengers are allowed in the vehicle.
4. No person under the age of 18; unless employed by The Dodge County Humane Society, Inc. may ride in the vehicle unless previously authorized.
5. No person shall ride in the middle front or in the rear.
6. All animals are to ride in the rear and must be in a crate or leashed to the front screen so as not to be able to move about freely.
7. Keep the vehicle clean, both inside and out.
8. Smoking is not allowed in the company vehicle.
9. Make sure the vehicle has at least one half (½) of a tank of gas at all times. If gas is needed, notify a manager.
10. If a volunteer notes any type of mechanical problem, he/she must notify a manager or a supervisor immediately.
11. Vehicles are supplied with certain items necessary to perform shelter duties. These are to be replaced immediately by any staff that removes them. Catch poles and bite gloves are not to be removed.

Volunteers who drive negligently or who fail to comply with this policy will be terminated.

MISCELLANEOUS

Animal Adoption Policy for Dodge County Humane Society Volunteers

The Dodge County Humane Society, Inc. volunteers interested in adopting an animal will follow the same procedures as any other The Dodge County Humane Society, Inc. customer. Volunteers must complete a pre-adoption form. The application will then be given to a manager for review including calls to prove home ownership/landlord approval, veterinarian care and approval or denial.

Gift Policy

Volunteers are not allowed to accept any gift, gratuity, favor, entertainment, reward, or any other item of monetary value, supplies or personal gifts from customers or vendors unless approved by the Shelter Director.

Conflicts of Interest

In the course of assuming job responsibilities, a volunteer should be willing and able to act for the benefit of the shelter and be loyal to the shelter's interests. Volunteers who engage in a conflict of interest can undermine public confidence in our function as a humane agency. The consequences of such behavior have the potential to do great harm to the reputation and credibility of The Dodge County Humane Society, Inc. The shelter will not condone conflicts of interest, even though certain acts may be prevalent throughout the county, including, but not limited to: not licensing your pets, allowing your animals to be a public nuisance, not providing basic essentials for your pets, proper veterinary care etc.

Political Activities of Volunteers

The Dodge County Humane Society, Inc. volunteers have a responsibility to recognize the distinction between personal views and organizational views and needs. No volunteer shall present themselves as representing The Dodge County Humane Society, Inc., except as authorized by a manager and/or board of directors. No Dodge County Humane Society volunteer shall use Dodge County Humane Society endorsement or identification in connection with any political campaign or candidate.

Emergency Tornado Warning Procedures

The following procedures should be followed if The Dodge County Humane Society, Inc. is threatened by a tornado:

1. An announcement shall be immediately made to inform all staff and visitors that we have a tornado warning. All staff, employees, and visitors will proceed immediately to the designated basement. Under no circumstances is a person allowed to leave the building. To do so may put other people in danger if they search for you.
2. Any loose animals must be returned to their cages or placed in a pet carrier.
3. When the tornado has passed, assess all persons present for injuries. If an ambulance or paramedics are needed, a call to 911 should be placed immediately.
4. Uninjured persons can be released to leave if all threat of danger has passed. If any threat remains from weather or debris, continue to take steps to protect all persons from the existing threat(s).
5. After all people have been attended to, employees will check all of the animals and then check the shelter grounds and buildings. It will be determined at that time if the shelter should close for business.
6. The Dodge County Humane Society, Inc. will listen to the National Weather Service and/or local radio station to monitor changing weather conditions when there is a potential for severe storms and tornado formations.

Use of Personal Cars

The owner assumes responsibility for insurance and any parking or driving violations while using their vehicle for shelter business.

Personal Property

The Dodge County Humane Society, Inc. is not responsible for the loss or damage of any personal items that you have at the Shelter.

Smoking

Smoking is permitted in the rear of the building only for those volunteers over the age of 18. Smoking is not permitted inside the shelter, in the kennel yard, or in shelter vehicles. A cigarette receptacle is located by the employee entrance. Volunteers are required to take smoking breaks by the employee entrance. Please do not throw cigarette butts in the driveway, parking lot or on the lawn.

Visitors

For insurance purposes and safety of all individuals, all visitors including former volunteers of The Dodge County Humane Society, Inc. must enter by the main office entrance only. Any visitors to the shelter will be asked to sign in and will be treated with the utmost respect and courtesy.

SUMMARY

These guidelines have been compiled to inform you of The Dodge County Humane Society, Inc. practices, and policies. Because these policies may change with time, consult a manager as well as your handbook if you have any questions. Replacement pages will be distributed as changes occur.

Please sign and date the Acknowledgement and Confidentiality Pledge form at the end of this handbook and turn it into a 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 Director. 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 Dodge County Humane Society, Inc.'s 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 an volunteer at-will, I am free to resign at any time, just as The Dodge County Humane Society, Inc. is free to terminate me any time.

I understand that it is my responsibility to abide by all of Dodge County Humane Society's 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 The Dodge County Humane Society, Inc.

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 Dodge County Humane Society's 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 Dodge County Humane Society, Inc.

I will maintain this confidentiality for the term of my service and for a period of one (1) year following separation from the Dodge County Humane Society. I understand that this confidentiality pledge will remain in effect after separation and that I will deliver to the Dodge County 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 Director of The Dodge County Humane Society, Inc.

Volunteer Signature

Date

Name (please print)

Volunteer Coordinator/Manager
Dodge County Humane Society, Inc.

Date