



# SPOKANIMAL

  

# VOLUNTEER

  

# GUIDE

April 1, 2016

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## OVERVIEW

### WELCOME

Thank you for joining SpokAnimal's volunteer team and dedicating your time to help us save the lives of homeless cats and dogs. SpokAnimal would not be able to help these animals without the support of dedicated and compassionate volunteers like you. SpokAnimal relies on volunteer support in almost every aspect of our operations. From walking dogs to socializing cats to fundraising and data entry, volunteers are an integral part of our shelter. Volunteers are an extension of the SpokAnimal staff.

We have been given the unique privilege to address the critical issues surrounding the pets in our care and our partner agencies, whether that be overpopulation, illness, injury, or special needs animals. We help each of them day after day, animal by animal.

We hope your volunteer experience with us is a positive and rewarding one.

### MISSION STATEMENT

Mission: SpokAnimal is passionately dedicated to the placement, protection and health of animals through legislation, education and programs for pets and people.

### VISION STATEMENT

SpokAnimal will lead the community in a humane, effective, proactive and professional effort to preserve and strengthen the human-companion animal bond. We will do this from a state-of-the-art facility that is a safe haven for animals, and through a comprehensive educational program that concentrates on teaching kindness, wellness and compassion for pets and their people.

### CONTACT INFORMATION

SpokAnimal  
710 North Napa Street  
Spokane, WA 99202  
(509) 534-8133 Shelter  
(509) 534-4253 Veterinary clinic  
Website <http://www.spokanimal.org>

## ABOUT US

SpokAnimal C.A.R.E. was incorporated in 1983 and operates as a dog and cat adoption center. It does business as SpokAnimal. We contracted for animal control for the City of Spokane through December 2013. At SpokAnimal, our goal is to rescue animals from shelters in need and find them happy homes. SpokAnimal saves over 3,000 animals each year. Dogs, cats, puppies and kittens come into our care from a variety of sources, each with a different story. We give them a second chance at life — a chance to find a family who values and loves them. While they are in our care, we provide them with food, shelter, medical attention, and most importantly, love. We have done a great job the last 32 years in decreasing overpopulation, increasing our ability and commitment to spay/neuter, providing education to school children and groups, and hosting superb training for animal welfare workers, volunteers and the general public.

We have moved forward and transitioned to the new and improved SpokAnimal model, where our focus is on saving even more lives through our partnerships. We visit partner agencies throughout Washington and the surrounding states and pick up animals in need of a new home, spay or neuter them at SpokAnimal's veterinary clinic, then offer them for adoption to loving homes. Additionally, we partner with other groups that rescue animals from risky situations and add them to our adoption floor. This enables animal control agencies, humane societies, and rescue groups to have room for the endless stream of homeless pets, and allows us to offer second chances for the pets in our care.

SpokAnimal is a non-profit 501(c)3 organization supported by the generosity of our donors. Donations of time, supplies and great ideas are shared with us by our donors, volunteers and friends making it possible for us to continue our daily work to help the animals in our shelter and in the community.

SpokAnimal does not euthanize healthy, adoptable animals. Animals are taken in from the public on a case by case basis and are assessed both behaviorally and medically before they are accepted into our adoption program.

## FUNDING

Our adoption fees cover only a small portion of what it costs to provide food, shelter, medical treatment, microchipping and vaccines for each animal. SpokAnimal is funded by individual donations, wills and bequests, foundations and grants, and money received from shelter and clinic services and fundraising programs and events. We do not receive federal, state, or local funds. Nor do we receive financial support from any of the national animal welfare agencies like the American Humane Association, the Humane Society of the United States or the American Society for the Prevention of Cruelty to Animals (except for grants for specific purposes). As a not-for-profit organization, fundraising is crucial to SpokAnimal's existence and we ask all volunteers to support our fundraising endeavors.

## CAMPUS:

Shelter: 710 North Napa Street  
Spokane, WA 99202

Veterinary Clinic: 715 North Crestline Street (behind the shelter)  
Spokane, WA 99202

Dog Park: 330 South A Street (Main/Riverside)  
Spokane, WA 99224

## HOURS OF OPERATION

Shelter: Monday through Friday 11:00 am to 6:00 pm  
Saturday and Sunday 12:00 pm to 4:00 pm

Clinic: Hours vary seasonally

Dog Park: Daily – dawn to dusk

Note: The shelter and clinic are closed on major holidays.

## ADMINISTRATION

Executive Director	Laura Thulean	(509) 534-8133 x 208
Shelter Manager	Alicia Finch	(509) 534-8133 x 215
Development Director	Dori Peck	(509) 534-8133 x 209
Volunteer Coordinator	Francine Branisel	(509) 534-8133 x 218

## PROGRAMS

PET ADOPTIONS. SpokAnimal encourages interested persons to adopt an animal from our shelter. SpokAnimal strives to place companion animals in kind and responsible homes where we are confident they will receive proper care and attention throughout their lifetimes. All adopted animals are spayed or neutered prior to placement to promote the health of the pet as well as combat overpopulation. In addition, pets receive vaccinations, deworming, grooming as needed, and microchip identification.

VETERINARY CLINIC. The Dorothy Clark Animal Center is available for reduced-income pet owners. It provides low cost spay and neuter services; low cost vaccinations, microchipping, and other special programs. We also partner with veterinarians and animal specialists in our community to provide treatments and procedures for our animals in need of extraordinary care.

FOSTER CARE. Members of our foster care crew care for shelter animals in their own homes. They may care for kittens or puppies that are too small or too sick to be in the shelter, animals that have been abused or injured and need time to heal or animals that just need love and care for a short period of time. Once they are old enough or well enough to be adopted they can come back to the shelter or their foster parent can take them to offsite adoption events. SpokAnimal provides everything needed, from food and bedding to medication. Classes and information are offered for those interested, and additional paperwork for a home visit is required.

COMMUNITY AWARENESS AND EDUCATION. SpokAnimal participates in many events throughout the year to promote our organization, our shelter cats and dogs, and responsible pet ownership. We hope that our mission inspires others in the Spokane community to learn more about animals. Through radio and TV exposure, newsletters, the SpokAnimal web site, Facebook, school programs, tours, educational booths and distribution of literature, SpokAnimal strives to make more people aware of the needs of animals, responsibilities of pet ownership/guardianship and the problems surrounding animal welfare. Our ultimate goal is to prevent animal cruelty and alleviate suffering by instilling in people – adults and children – a compassion, respect and sense of responsibility toward all living things.

PRISON PUP PROGRAM. The Pawsitive Dog Prison Training Program is a cooperative effort between the Airway Heights Correctional Center, SpokAnimal, and Diamonds in the Ruff. Offender handlers train shelter dogs to make them more adoptable under the guidance of professional dog trainers using force free positive training methods. The dogs live in the cells with their offender handlers and get to train with them throughout the day, every day.

DOG PARK AT HIGH BRIDGE. SpokAnimal and the City of Spokane Parks and Recreation Department marked the beginning of the first dog park within the City of Spokane in 2010. The 11-plus acre park is next to High Bridge Park (across from the disk golf course) near the corner of "A" Street and Riverside Ave. It is free for all to use.

FARM LIVIN'. This program was created in 2010 and works in cooperation with area farmers who need barn cats for rodent control. Farmers and rural barn homes may contact SpokAnimal to receive rodent managers at no cost. All of our Farm Livin' cats are vaccinated and spayed or neutered, and go to their new barn homes with a free bag of food. The new owners agree to provide them with a barn or farm building for shelter, and food to supplement what they catch. So far, our Farm Livin' program has saved the lives of over 1,000 cats!!

GUARDIAN ANGEL PROGRAM. Each year, hundreds of beloved pets in Spokane County are left homeless when their human companions die or become incapacitated. The Guardian Angel Program helps pet owners to make provisions for their animal companions in the event of the owner's death or severe illness.

FOOD ASSISTANCE PROGRAM. SpokAnimal provides pet food to individuals in need during these difficult economic times. Persons desiring assistance are asked to come to the shelter and volunteer a minimum of one hour. Providing food helps keep pets with their owners instead of being turned into a shelter. A criminal background check will be required.

## VOLUNTEERS – GENERAL INFORMATION

### GROUP VOLUNTEERS

Community groups or corporations interested in volunteering with our organization can contact the Volunteer Coordinator to see if there are short-term group projects or special events available. We will not be able to accommodate all groups requesting temporary volunteer time. We will take into consideration the size of the group, available special events or projects and the amount of time the group wants to participate.

### COURT-ORDERED COMMUNITY SERVICE

While SpokAnimal does not accept court-ordered community service volunteers as regular volunteers, there are opportunities to complete community service at the shelter. A criminal background check will be required.

### SCHOOL-REQUIRED COMMUNITY SERVICE

Volunteering at SpokAnimal can fulfill or contribute to required school community service hours. A criminal background check will be required.

### TAX DEDUCTIONS

Volunteers may be eligible to claim deductions on their tax returns for travel time to and from volunteer assignments. Please check with your tax professional for more information. Records of volunteer time may be printed out from the online volunteer software system or requested from our Volunteer Coordinator.

### VOLUNTEER RIGHTS

Volunteers are a valuable resource at SpokAnimal. Volunteers are extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

### NON-DISCRIMINATION AND HARASSMENT

SpokAnimal affirms that every person has the right to volunteer in surroundings that are free from all forms of unlawful discrimination. You will not be subjected to unlawful

discrimination on the basis of race, color, sex, religion, age, marital status, national origin, sexual orientation, the presence of any sensory, mental or physical disability, veteran's status or any other basis prohibited by applicable federal, state or local laws.

If you feel that you have been subjected to unlawful discrimination or harassment, please notify the Volunteer Coordinator immediately.

## HOW TO BECOME A VOLUNTEER

### AGE REQUIREMENT

Persons age 15 and older may volunteer on their own. Those under 15 are welcome to volunteer when accompanied by a parent or guardian. The parent or guardian must sign the liability release form for minors under the age 18.

### APPLICATION

All volunteers must have an application on file before they may begin volunteering. You may complete the online application at [www.spokanimal.org](http://www.spokanimal.org) or submit a hard copy application for review.

### BACKGROUND CHECK

SpokAnimal runs a Washington State Patrol criminal background check on all potential volunteers. We are unable to accept volunteer applicants if there are any felonies, or any misdemeanors for crimes against persons, property, or theft on their background check.

### RELEASE OF LIABILITY

Volunteers will be required to sign a Volunteer/Photo Release Form. This form releases SpokAnimal from liability of any nature. Volunteers are instructed that they are volunteering at their own risk and that pictures may be taken of them to use for educational or promotional purposes. Parents or legal guardians must include their signature on the minor's form.

### VOLUNTEER ORIENTATION

All new volunteers with SpokAnimal will attend an orientation prior to beginning volunteering. This meeting will allow potential volunteers to see what SpokAnimal does, how they can be involved in our mission and what is expected of our volunteers. Orientation sessions are held twice monthly.

You will also have the opportunity to tour the campus and learn valuable information about the program(s) in which you would like to participate. Contact our Volunteer Coordinator for more information: [volunteers@spokanimal.org](mailto:volunteers@spokanimal.org) or (509) 534-8133 x 218



## VOLUNTEER T-SHIRT

New volunteers are asked to purchase a SpokAnimal Volunteer T-Shirt and to wear the t-shirt while volunteering. T-shirts are \$15 and are available in the shelter lobby.

## TRAINING

Volunteers wishing to work with the animals may be asked to attend an animal handling class. This training will allow volunteers to become acquainted with the process for handling animals safely, working in the kennels, working with adopters and may include some behavior training elements and any other elements deemed necessary by the staff. Other trainings for adoption assistants, outreach and special events will be offered as needed. There is no charge for SpokAnimal training. Volunteers are invited to attend the "What is My Dog Saying?" body language lecture at Diamonds in the Ruff, free of charge.

## VOLUNTEER POSITION DESCRIPTIONS / PROCEDURES

Detailed position descriptions are available upon request. Operational procedures may be found in SpokAnimal's Procedures Manual.

## PLACEMENT

Volunteers will be placed in the most suitable volunteer positions after the application review of the Volunteer Coordinator. Interests, abilities, goals and time constraints will determine where you may be placed. On occasion when you are volunteering, you may be asked to fill another position by the Volunteer Coordinator or other staff member that is needed at the time.

## VOLUNTEERS - CONDUCT

### SOCIAL MEDIA

We hope that every volunteer will be a SpokAnimal supporter in social media. Find us and "Like" us, follow us, re-post, re-tweet and share our messages with as many people as you can. We currently maintain the following social networks: Facebook, Twitter, Instagram and YouTube. Please be mindful of what you post. We encourage you to use sound judgment and remain positive in your online interactions. It is important that you speak for yourself and not the organization as a whole. If you choose to divulge that you are a SpokAnimal volunteer, you must also note that views expressed on the posting are yours alone and do not necessarily represent the views of SpokAnimal. Your postings should not comment on our organization or issues related to it, use our logo and/or represent that you are speaking on our behalf.

## CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes, but is not limited to, staff, volunteers, fosters, adopting families, business and program partners, donors or other persons involved in SpokAnimal business.

## SMOKING, ALCOHOL AND DRUGS

SpokAnimal is committed to providing a healthy environment for all animals, employees, volunteers and customers. No marijuana or illegal drug use is permitted at SpokAnimal facilities or events or in a company vehicle at any time. Smoking is allowed in the designated smoking area behind the shelter facility. Alcohol use is permitted only at sanctioned events when participating as a guest. Any volunteer, during a shift, determined to be under the influence of alcohol, marijuana or illegal drugs will be asked to leave and/or will be escorted out of the building or event.

## PARKING

Please do not park in any of the spots in the main south side parking lot at the shelter or the Clinic parking lot. They are for potential adopters, donation drop-off and visitors. Additional parking is available to the east of the kennel building. You may also park on the street adjacent to SpokAnimal.

## PERSONAL BELONGINGS

SpokAnimal recommends keeping all valuables at home or with you at all times. SpokAnimal is not responsible for any personal items left in the shelter or in your motor vehicle.

## ATTIRE

Appropriate clothes are required for all volunteer positions. All volunteers will wear the SpokAnimal volunteer t-shirt while volunteering. T-shirts cost \$15 and are available in the lobby of the shelter facility. Non-skid, closed toe shoes are required when working with the animals in the shelter or off-site. Jeans or long pants are highly recommended. Hats, short shorts, flip flops, tank tops or sweat pants are not acceptable.

## VISITORS AND PERSONAL GUESTS

Volunteers shall not bring friends, family or children with them to their volunteer shift without permission in advance from staff. Only volunteers who have completed the application, orientation and training process may handle the shelter animals.

## VOLUNTEER PET ADOPTIONS

All volunteers are eligible to adopt an animal. Adoptions for volunteers will be handled exactly like any other adoption for a SpokAnimal customer. All adoptions will be treated equally whether an individual is a customer or a volunteer. All adopters must go through the application process and pay the adoption fee.

## CONFLICT RESOLUTION

If volunteers have a conflict with a staff member or another volunteer, they should talk with each other first to try to sort out the problem informally. If this is not appropriate to the situation, the person with the conflict will bring it to the attention of the Volunteer Coordinator, who will investigate the problem. The Volunteer Coordinator will then determine what action, if any, to take. When possible, an answer will be given within five (5) working days of the matter being raised. The decision of the Volunteer Coordinator is final.

## RESIGNATION AND TERMINATION

We hope that you find your volunteer experience inspirational and that you will remain with us for many years.

If you do find it necessary to resign your volunteer assignment, please contact our Volunteer Coordinator. We understand that the ability and desire to volunteer changes throughout a person's lifetime and we promise not to make you feel guilty for moving on. It is important for us to be able to wish you well and train a replacement volunteer for your role. We will also welcome any feedback you share about your experience.

On occasion, we find it necessary to ask volunteers to leave our service. We reserve the right to terminate a volunteer's service for any reason including, but not limited to: failure to support the policies and/or philosophies of SpokAnimal; disrespectful interactions with staff, fellow volunteers or visitors; reporting for duty under the influence of any illegal or mind altering substance; harassment or discrimination of any kind; neglect or cruelty to animals; a pattern of inability to complete scheduled shifts; and inability to successfully do the work assigned

Services of volunteers are at the sole discretion of the SpokAnimal. Volunteers who fail to meet the standards of the organization or their individual program may be coached, counseled and/or released from service. SpokAnimal may at any time, for whatever reason, decide to release a volunteer or terminate a volunteer program.

## SAFETY

HANDLING OF ANIMALS. It is recommended that all SpokAnimal volunteers and staff who are in direct contact with the shelter dogs or cats have a current tetanus shot.

Do not handle or interact with any SpokAnimal cat or dog that has a “Staff Only” sign on its kennel. Do not handle any SpokAnimal cat or dog that has an “Ask Staff Before Visiting” sign on its kennel unless you have talked to staff first.

REPORTING. If you observe a safety hazard or potential hazard, please report it to the shelter staff or the Volunteer Coordinator.

EMERGENCY EVACUATION. Volunteers should become familiar with the exits of each facility. Emergency evacuation maps and procedures are posted in each building. In the event of an emergency, meet at the Spokane Hardware parking lot across the street from the shelter on Springfield Avenue.

INJURIES. Volunteers must immediately report any accident or injury occurring on the job to the Volunteer Coordinator.

BITES AND/OR SCRATCHES. If you are bitten or scratched by a cat or dog, immediately wash wound with hot soapy water. Inform a staff person of the incident. A bite report must be filled out as soon as possible. The animal will be placed on a bite quarantine and then assessed on temperament.