



VOLUNTEER HANDBOOK

Updated August 2019

TABLE OF CONTENTS

<u>WELCOME</u>	<u>1</u>
<u>ABOUT THIS HANDBOOK</u>	<u>2</u>
<u>OVERVIEW OF ELMBROOK HUMANE SOCIETY (EBHS)</u>	<u>2</u>
<u>1.1 Our Mission, Vision & Core Values</u>	<u>2</u>
<u>1.2 Definition of No Kill</u>	<u>3</u>
<u>1.3 Our Goals</u>	<u>3</u>
<u>1.4 Hours of Operation</u>	<u>4</u>
<u>1.5 Contact Information</u>	<u>4</u>
<u>VOLUNTEER PRACTICES & POLICIES</u>	<u>4</u>
<u>2.1 Volunteer Training</u>	<u>5</u>
<u>2.2 Role of Volunteers</u>	<u>5</u>
<u>2.3 Confidential Information</u>	<u>5</u>
<u>2.4 Conflicts of Interest</u>	<u>6</u>
<u>2.5 Social Media</u>	<u>6</u>
<u>2.6 Personal Electronic Devices</u>	<u>7</u>
<u>2.7 Use of Cameras/Video Recorders</u>	<u>7</u>
<u>2.8 Dress Code</u>	<u>8</u>
<u>2.9 Attendance & Engagement</u>	<u>9</u>
<u>2.10 Answering Questions from the Public or Media</u>	<u>9</u>
<u>2.11 Building Access</u>	<u>9</u>
<u>2.12 Volunteer Adoption Discount</u>	<u>9</u>
<u>HEALTH & SAFETY FOR VOLUNTEERS</u>	<u>9</u>
<u>3.1 General Safety Practices</u>	<u>10</u>
<u>3.2 Zoonotic Disease</u>	<u>10</u>
<u>3.3 Reporting Accidents or Injuries and First Aid</u>	<u>10</u>
<u>3.4 Offensive Behavior and Sexual Harassment</u>	<u>11</u>
<u>3.5 Drugs, Alcohol & Smoking</u>	<u>11</u>
<u>3.6 Violence-Free Environment</u>	<u>12</u>
<u>3.7 Weapons</u>	<u>12</u>
<u>COLOR CODING SYSTEM POLICY & PROCEEDURE FOR DOGS AND CATS</u>	<u>13</u>
<u>FREQUENTLY ASKED QUESTIONS</u>	<u>16</u>
<u>VOLUNTEER ACKNOWLEDGEMENT & CONSENT FORM</u>	<u>18</u>

WELCOME

Dear Volunteer,

On behalf of Elmbrook Humane Society (EBHS), I want to welcome you to the EBHS Volunteer Program! Thank you for offering your time and efforts to assist in caring for the animals in our facility to ensure they remain physically and mentally fulfilled until their adoption day. There are an abundance of animals in our care at all times and we simply could not keep them fulfilled without kind and caring individuals such as yourself. On behalf of all the animals and staff, thank you.

The task of helping animals is not always easy or glamorous, but it can be an extremely rewarding experience. You may be motivated to seek volunteer opportunities with us for a variety of reasons: your love of animals, desire to serve your community, desire to develop your personal skills or other reasons. Whatever prompted you to consider giving your time to EBHS and the animals we serve, will hopefully develop into a long term relationship with us as we partner to make a difference within our community and in the lives of animals in need.

It is EBHS's hope that through the EBHS Volunteer Program, we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, ownership and safety and help bring adoptable animals and pet owners together.

I look forward to getting to know you better and please know, I am here for whatever you may need!

Sincerely,

Becky Tetzlaff
Community Outreach Events
& Volunteer Manager
262.782.9261
(262)754.9139 direct
becky@ebhs.org

ABOUT THIS HANDBOOK

This handbook serves as a reference and tool for volunteers within the EBHS Volunteer Program. You are responsible for reading, understanding and complying with the provisions of this handbook. In general EBHS expects each volunteer to maintain a positive volunteer atmosphere by acting and communicating in a manner that promotes friendly and efficient interactions.

Please note that programs, policies and procedures explained in this handbook change from time to time. Volunteers will be notified of such changes via email as they occur.

This handbook supersedes and replaces previously issued handbooks or other oral or written statements of volunteer policies.

OVERVIEW OF ELMBROOK HUMANE SOCIETY (EBHS)

EBHS is a 501(c)(3) not-for-profit, non-stock corporation. We are committed to our mission, which is to ***“provide shelter for homeless animals, promote the human animal bond, and prevent animal cruelty and neglect.”*** EBHS was formed in the early ‘50s by a group of concerned citizens led by Mrs. Gertrude Bergmann. It was incorporated in 1964.

Over the years, EBHS has taken great pride in assisting as many animals as possible regardless of time, breed or medical concerns. In 2011, EBHS achieved a No Kill status.

Today, with the help of volunteers, the shelter cares for over 2,000 animals each year and is now able to offer valuable educational programs onsite to the community.

EBHS has service contracts with the City of Brookfield, Villages of Chenequa, Elm Grove, and Nashotah and the Town of Brookfield. These contracts provide for taking unwanted pets and strays and rescuing injured domestic animals and wildlife. The society supports the communities by requiring proof of licensing when individuals claim strays.

EBHS has no geographic limits for adoption. In addition, EBHS will take surrenders from communities other than our contracted municipalities for a minimal surrender fee when and if space permits.

EBHS is a force free training facility that uses fear free techniques when possible.

1.1 Our Mission, Vision & Core Values

Our mission is simple – to provide shelter for homeless animals, promote the human animal bond, and prevent animal cruelty and neglect.

Our vision is to be the most personal, compassionate and preferred source for the community’s animal needs.

Our Core Values:

Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.

Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.

Collaborative. Working together to accomplish more.

Integrity. Doing what is right even when no one is watching and setting the best example when they are.

Respect. Recognizing the differences of and being kind to all animals and people.

1.2 Definition of No Kill

EBHS is a No Kill organization. For EBHS, No Kill means that a commitment is made to place all healthy, treatable and manageable domestic animals.

Healthy- all animals that are 8 weeks or older that show no obvious signs of illness or disease.

Treatable- all animals who are not healthy but who are likely to become healthy given proper medical, behavioral or other care.

Manageable - all animals who are not healthy and who are not likely to become healthy regardless of the care provided, but who would maintain a satisfactory quality of life given medical, behavioral or other care, including long-term/hospice care. The term manageable does *not* include any animal that is determined to pose a significant risk to human health or safety or to the health or safety of other animals.

* Our full No Kill Policy can be viewed at www.ebhs.org under About/Mission.

1.3 Our Goals

- To work toward providing a temporary refuge for stray, homeless and deserted animals and to place them in good homes.
- To reduce the population of excess dogs and cats in Waukesha County and surrounding areas by spaying/neutering all animals before they go to their new homes.
- To organize and conduct educational programs for the public in the humane care and treatment of animals.
- To reunite lost companion animals with their guardians.
- To partner with wildlife rehabilitation organizations to rescue, shelter, and treat wildlife.

1.4 Hours of Operation

	<u>Volunteers</u>	<u>Viewing & Adoption</u>	<u>Front Office</u>
Monday, Tuesday Thursday & Friday	8:00a-6:00p	1:00p-5:30p	9:00a-6:00p
Wednesdays	8:00a-6:00p	Closed for viewing	9:00a-6:00p
Saturday-Sunday	9:00a-5:00p	12:00p-4:30p	11:00a-5:00p

1.5 Contact Information

Elmbrook Humane Society - 20950 Enterprise Ave, Brookfield, WI 53045

Website: www.ebhs.org Phone: 262.782.9261 Fax: 262.782.3356

Executive Director – Heather Gehrke

Director of Animal Care and Field Services– Natalie Hoskins

Customer Relations Manager - Victoria Shevey

Assistant Customer Relations Manager – Zak Heebsh

Dog Training & Behavior Manager– Carol Sumbry

Community Outreach Events & Volunteer Manager – Becky Tetzlaff

Director of Philanthropy – Dawn Wollenzien

Annual Giving and Special Events Manager – Anita Alfaro

Humane Educator – Sheila Postotnik

VOLUNTEER PRACTICES & POLICIES

In order to maintain our No Kill status and to meet the goals of our organization, EBHS believes in a team effort and an open atmosphere. As such, we maintain an open door and communication policy to help all volunteers discuss questions or concerns with the Volunteer Manager or member of the leadership team should the Volunteer Manager not be available. Open lines of communication are essential to volunteer fulfillment and organizational success. Experience shows that most problems are easily and best resolved between the volunteer and his/her supervisor; however, your supervisor cannot help if he/she is not aware of the problem. Sometimes just talking about a difficult situation is a tremendous first step toward resolving the problem. Volunteers who do not follow these practices and policies will be subject to corrective action including dismissal of volunteer responsibilities.

As a volunteer, it is important to follow all procedures and policies. These have been compiled from the knowledge and experiences of our staff. They have been created in an effort to protect the animals and people who interact with them.

2.1 Volunteer Training

Before you begin your volunteer activities, you will be asked to participate in a volunteer orientation. During this meeting, you will learn more about EBHS and our volunteer programs.

You will also receive in-shelter training, where you will learn the tasks and procedures for working with the particular department. This training session is led by a staff member or experienced volunteer who will provide the training, knowledge and skills needed to volunteer in the area in which you are assigned.

Volunteers should not work in an area of the shelter in which they have not received training.

2.2 Role of Volunteers

EBHS could not exist without volunteers. Volunteers are an integral part of our team and are essential in providing the best possible care for the animals taken in by EBHS. Volunteers work directly to improve the welfare and adoptability of shelter animals, help us inform the public of the mission, vision, goals and the objectives of EBHS, assist in fundraising initiatives, and promote responsible pet care in our community. EBHS is very fortunate to have a committed core of volunteers.

Volunteers and staff are considered partners in implementing the mission and programs of EBHS, with each having a complementary role to play. Volunteers enhance the work of staff. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

As a representative of EBHS, it is important that the correct information be given to our customers. As a volunteer, you need to make yourself familiar with EBHS policies so that you can relay correct information to customers and to the public. Do not guess – if you are unable to answer a question, please find a staff member to help. When dealing with potential adopters, donors and other members of the public, please be polite, courteous and helpful.

2.3 Confidential Information

Information is a valuable asset, and some of the information shared with you as a volunteer for EBHS is the exclusive property of EBHS and should be carefully guarded. EBHS shares information to volunteers verbally and in writing in various formats (memos, emails, etc.). Your role in maintaining the confidentiality of information is important. Information shared to and intended for volunteers should not be shared outside of EBHS. This includes information concerning but not limited to the following:

- Individuals or organizations that surrender, adopt, house or care for any animal that is or has been in the care of EBHS
- Personnel information
- Any animal related information other than what is publically shared on the EBHS webpage and EBHS social media outlets
- Intake and outcome information for animals

Volunteers may not use or disclose any confidential information to any other person or entity without EBHS's prior written consent. Breaches of confidentiality include intentional or unauthorized access to, use and/or disclosure of confidential information. Intentionally viewing confidential information that is not necessary to perform an individual's role is considered a breach of confidentiality even if that information is not disclosed to another party.

2.4 Conflicts of Interest

Volunteers, like our staff, must avoid creating or becoming involved in situations that give rise or could give rise to a conflict of interest or which may reasonably be perceived as a conflict of interest. Volunteers must exercise a duty of loyalty that requires them to perform duties in good faith and in the best interests of EBHS, rather than in one's own interests. This includes being supportive of the decisions of EBHS's leadership, irrespective of any individual interests, opinions or bias. If, at any time, a volunteer feels unclear on EBHS's official position on a matter or is uncomfortable carrying out this duty, the matter should be discussed with EBHS's Volunteer Coordinator.

Volunteers must also disclose any conflict between your personal interests and the interests of EBHS and resolve such conflicts in a transparent manner. Volunteers shall not engage in any activity or transaction, hold any position or perform any function, whether paid or unpaid, that is incompatible with or detracts from the proper performance of your volunteer duties or that may bring EBHS into disrepute.

Certain volunteers, such as board members and committee members, may be asked to sign an annual disclosure statement which relates to conflicts of interest.

2.5 Social Media

Social media gives EBHS a greater public outreach... for free! We encourage you to share posts from the Elmbrook Humane Society Facebook page and Instagram account to your personal pages and community groups. Adoptable animals, wish list needs, upcoming events and public service announcement posts are great ways to spread the word about specific needs EBHS has and means to generate awareness.

We also encourage you to take and share photos of animals up for adoption that you may interact with or see at EBHS. Highlight their greatest qualities, requirements for a forever family (if any), and create a compelling reason your friends and family need to meet that animal right now! When taking photos, please be mindful about who or what is in the background. You cannot post photos with people's faces in the background unless you have written consent. You can, however, crop them out or

put stickers over them. Additionally, pay attention to other unpleasant things that may be hiding in the photo like poop or a messy cat condo, litter box or kennel.

Ultimately, you are solely responsible for what you post online. In making posts on social media which mention EBHS, its productions or services, employees, customers, and/or competitions, you should not suggest that your views are the views of EBHS nor should you represent yourself as a spokesperson for EBHS. Use of social media by volunteers may become a problem if: it interferes with volunteering; is used to harass fellow volunteers, employees or customers; creates a hostile environment; or harms the goodwill and reputation of EBHS among its customers or the community at large. Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched.

Always be fair and courteous to fellow volunteers, employees, customers, members, suppliers or people who work on behalf of EBHS. Also, keep in mind that you are more likely to resolve volunteer-related complaints by speaking directly with the Volunteer Manager than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers, members, employees or suppliers, or that might constitute harassment or bullying.

If you see a misrepresentation about EBHS in a social media post, please promptly notify the Volunteer Manager or Executive Director, who will coordinate a response to the misrepresentation on behalf of the organization, as necessary and appropriate.. Volunteers should not speak to the media on EBHS's behalf for any reason. All media inquiries must be directed to the Community Outreach & Volunteer Manager or to the Executive Director. If you are uncertain about the appropriateness of a social media posting, check with the Volunteer Manager before posting.

2.6 Personal Electronic Devices

Volunteers cannot use personal electronic devices, including but not limited to cell phones, iPads and personal music players while volunteering. You can keep your cell phone on you for emergency purposes and if you need to take an emergency call, please step out of the building.

Cell phones may be used to play calming music for the cats and dogs while in socialization rooms and/or kennels.

2.7 Use of Cameras/Video Recorders

Authorized staff, volunteers and contractors are permitted to utilize camera equipment supplied by, or approved by EBHS to carry out the duties associated with their position. Permitted usage includes, but is not limited to the following common uses:

- ❖ Capturing and distributing photos of animals available for adoption.
- ❖ Capturing photos of staff, volunteers or members of the public who have consented to have their images captured and released.

Use of EBHS or personal camera equipment for personal or unauthorized purposes to capture images at the EBHS facility without prior approval is strictly prohibited.

2.8 Dress Code

Due to the nature of the shelter environment, shelter animals and interaction with the public, volunteers must abide by the following dress code:

- Revealing clothing and clothing with inappropriate or offensive gestures or advertising should not be worn.
- Pants are strongly recommended while volunteering. If a volunteer wishes to wear shorts, they must be no shorter than 2 inches above the knee. Volunteers should not wear skirts.
- Because sandals do not protect your feet and leave them vulnerable to animals, chemicals other exposures, closed toe shoes with backs are required.
- Each volunteer will be provided with a nametag upon completion of training which should be worn while volunteering. Replacement name tags are \$1.00.
- EBHS volunteer shirts are available for purchase at the front desk; \$6.00 (XS-XL) & \$8.00 (2XL)

Volunteers do not adhere to the above will be asked to change their clothing to fit the above requirements. If they don't have a change of clothes on them, they will not be able to volunteer for their shift that day.

2.9 Attendance & Engagement

Volunteer commitments and engagements vary based on the role/s of each individual volunteer. Each volunteer position description outlines the specific hours requirement that needs to be met for each volunteer. Volunteers who do not meet this requirement will be inactivated and unable to volunteer unless they reach out to the Volunteer Manager.

Volunteers are allowed to volunteer in addition to their scheduled day/time so long as they coordinate with the Volunteer Manager. If a volunteer is unable to make their committed volunteer day and time, they must inform the Volunteer Manager as soon as possible so an attempt can be made to find coverage in your absence or to allow other volunteers to sign up for your shift.

Holidays: EBHS is closed to the public the following holidays: New Year's Day, Easter, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving, Christmas Eve and Christmas Day. Volunteers who are normally scheduled on the day a holiday falls are not obligated to volunteer. Holidays are operated under an abbreviated volunteer and staff schedule. The Volunteer Manager will recruit volunteers for holidays appropriately. Volunteers able to volunteer for a holiday should respond to the Volunteer Manager's holiday recruitment emails.

Volunteers who wish to cease their volunteer duties at EBHS must inform the Volunteer Manager. Volunteers are asked to provide a 30 day notice of recognition. This gives the Volunteer Manager adequate time to fill your shift. Volunteers who fail to give 30 days' notice may not be considered for volunteer positions at EBHS in the future.

2.10 Answering Questions from the Public or Media

Volunteers for EBHS are representatives and ambassadors for EBHS. On occasion volunteers may be asked questions from the public regarding EBHS policies, philosophies or services that they do not feel comfortable with or qualified to answer. In these instances, volunteers should refer the inquiry to the manager or to a staff member. It is perfectly acceptable to say: "I am a volunteer, I do not know the answer to your question," or "I do not know, but I would be pleased to find my supervisor for you."

Only designated spokespersons may publicly comment on EBHS policies and procedures or the impact of policies. In many cases the Executive Director will be the official spokesperson of EBHS. Any inquiries from the media must be referred to the Volunteer Manager or to the Executive Director.

2.11 Building Access

Volunteers are permitted to access areas of the shelter that directly coincide with their area of volunteering. Areas are discussed during orientation, small group training and with individuals as necessary. Volunteers are not permitted in the cat or dog intake wards unless otherwise instructed by the Volunteer Manager or Animal Care Staff.

2.12 Volunteer Adoption Discount

Volunteers who are active and have consistently logged volunteer hours for 3 months and 24 hours or more will be eligible to receive a 50% discount on the adoption fee of any EBHS adoptable animal.

HEALTH & SAFETY FOR VOLUNTEERS

The safety and health of our volunteers is a primary consideration in the operation of our business. Please understand that your volunteer environment may include some or all of the following:

- ❖ Physical demands such as lifting and moving animals and animal cages, administering dangerous and lethal drugs, frequent movement, including but not limited to standing, stooping, carrying heavy loads and restraining active and/or vicious animals.
- ❖ Exposure to dangerous, diseased, frightened or injured domestic or wild animals; exposure to potentially harmful chemicals and drugs; working with strong cleaning agents on wet, slippery floors and indoor/outdoor work in all types of weather conditions.

A separate safety manual which outlines additional safety policies relevant to your volunteering at EBHS will be available to you. You should become familiar with the additional safety policies which will be applicable to your volunteer activities.

3.1 General Safety Practices

Volunteers working directly with animals should take the following steps to minimize risks:

- ❖ Familiarize yourself with all of EBHS's health and safety policies and procedures.
- ❖ Familiarize yourself with staff and other volunteers on your shift.
- ❖ Only perform tasks you have been trained to do and ask for assistance when needed.
- ❖ Avoid any interaction with animals in kennels/cages designated "staff only".
- ❖ Clean your hands frequently using antibacterial soap. Wash hands after cleaning any animal or cage, after handling dirty laundry, before eating, before touching mouth/eyes and when leaving your shift.
- ❖ Wear closed-toed shoes, long pants and t-shirts to prevent injury from scratches and bites. Bringing along a change of clothes and shoes is highly recommended.
- ❖ Inform a staff member immediately if you get scratched, bitten or cut.
- ❖ Notify the manager or Volunteer Manager if you have a compromised immune system.
- ❖ Do not bring valuables into the facility.
- ❖ Immediately report any safety hazards, incidents or accidents to an EBHS staff member.
- ❖ Never handle an animal without proper training. Ask staff to help if you feel uncomfortable handling an animal.
- ❖ Familiarize yourself with the emergency evacuation procedures and the location of the first aid kit and eye-wash stations.

3.2 Zoonotic Disease

Zoonotic diseases are diseases caused by infectious agents that can be transmitted between animals and humans. Select zoonotic disease hazards – and exposure risks – have been identified for staff and volunteers, in the course of their required work activities at EBHS.

These risks, if not properly addressed and managed, may lead to adverse health effects and illnesses/diseases. A Zoonotic Diseases Exposure Control Policy will soon be developed and implemented to promote the well-being and safety of staff and volunteers who may encounter these hazards at EBHS's facility. EBHS is committed to proactively managing zoonotic disease hazards by eliminating, preventing and minimizing risks to all staff and volunteers and developing, implementing and ensuring use of proper and specific controls. Please refer to the EBHS Exposure Control Plan for further details.

3.3 Reporting Accidents or Injuries and First Aid

Volunteers must report any and all accidents, incidents and injuries to the Volunteer Manager or a staff member at the front desk immediately. An incident includes an accident or other occurrence which resulted in, or had the potential, for causing an injury or occupational disease. An incident form must be completed (whether animal or non-animal related). Volunteers who suffer an injury while

volunteering for EBHS must immediately seek medical first aid. Basic first aid supplies are available from the front desk.

3.4 Offensive Behavior and Sexual Harassment

EBHS is committed to providing an environment that is free from discrimination and harassing conduct. Harassment of any employee, volunteer, customer or visitor on the basis of one's gender, age, race, color, national origin, religion, marital or veteran status, citizenship, disability and other personal characteristics is expressly prohibited. Conduct which is inappropriate and offensive has the potential of being perceived as harassment and will not be tolerated.

In general, harassment means persistent or unwelcome conduct or actions based on a person's protected characteristic(s) which takes the form of verbal, non-verbal or physical conduct that denigrates or shows hostility or aversion toward the individual based on the person's characteristics and is personally offensive or has the purpose or effect of unreasonably interfering with the person's work or volunteer performance, or has the purpose or effect of creating an intimidating, hostile or offensive environment. Harassing conduct includes, but is not limited to epithets; slurs or negative stereotyping; threatening or intimidating acts; denigrating jokes and display or circulation of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on a protected characteristic.

Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature, or unwelcome verbal or physical conduct of a sexual nature. Harassing conduct may also include treating individuals differently because of their willingness or refusal to allow or participate in any of the above conduct. Examples of sexual harassment include unwelcome verbal or physical conduct of a sexual nature; unsolicited, inappropriate gestures or comments; the display of offensive and/or sexually graphic materials; unwelcome sexual flirtations, compliments, advances or propositions; sexually oriented jokes; graphic commentary about an individual's body, sexuality, gender or sexual experience, or unwanted physical contact such as patting, pinching or brushing up against a person.

Any volunteer who believes he or she is being harassed should promptly notify the Volunteer Manager or the Executive Director. The Volunteer Manager must promptly notify the Executive Director of any complaint, unless the Executive Director is a party to the complaint, in which case the Volunteer Manager should notify the Chair of the EBHS Personnel Committee. Upon notification of a harassment complaint, a confidential and impartial investigation will be promptly commenced and will include direct interviews with involved parties and, where necessary, with employees or volunteers who may be witnesses or have knowledge of matters relating to the complaint. Retaliating or discriminating against any volunteer or employee who brings a good-faith complaint or assists in the investigation of a complaint is prohibited. EBHS views harassment and retaliation to be among the most serious breaches of behavior. Consequently, anyone found to be engaging in harassing or retaliatory behavior will be subject to corrective action, including termination.

3.5 Drugs, Alcohol & Smoking

EBHS has always maintained a strong commitment to provide a safe, efficient and productive work environment. In keeping with this commitment, EBHS has a strict policy regarding the inappropriate use and possession of drugs and alcohol.

The consumption or possession of alcoholic beverages, on EBHS property, except during officially sanctioned functions, is prohibited. In addition, the consumption or possession of illegal drugs or other controlled substances on EBHS property is strictly prohibited. The term “controlled substances” includes any illegal drug, the possession or use of which is unlawful under applicable local, state or federal law or regulation, and any drug being used illegally, such as a prescription drug that was not legally obtained or not used for its intended purpose or its prescribed quantity. Volunteers should not report to EBHS or any EBHS-sponsored event while under the influence of alcohol or illegal drugs as prohibited under this policy.

The legal use of prescribed drugs is permitted while volunteering only if it does not impair a volunteer’s ability to perform their duties effectively and in a safe manner that does not endanger our employees, other volunteers, our visitors or the animals.

EBHS is committed to protecting the safety and welfare of its employees, volunteers and animals. In addition, State law requires that EBHS declare its premises to be a totally smoke-free environment. In accordance with State law, smoking is prohibited throughout the building and all EBHS-owned vehicles. Smoking is permitted in personal vehicles as long as smoke from the outside cannot enter the building through doorways, windows and ventilation systems.

Volunteers who choose to smoke on EBHS property must *properly and safely* dispose of all smoking materials. Violations of this policy could result in all EBHS property maintaining its smoke-free policy and support of Wisconsin law.

3.6 Violence-Free Environment

Workplace violence can include abuse, threats, intimidation or assault. Workplace violence can occur between staff, volunteers, customers or visitors to our shelter. Work-related violence can also occur at off-site business-related functions or at social events related to the volunteer work you perform.

Any act of violence committed by or against any volunteer will not be tolerated. In responding to a potential or actual threat of violence in the workplace, the volunteer should immediately contact the Volunteer Manager for assistance. If the Volunteer Manager is immediately unavailable, the volunteer should excuse themselves and call 911 for emergency assistance. Under no circumstances should a volunteer put himself or herself in any danger to attempt to remove a member of the public from the premises. If a member of the public is potentially violent and demonstrates an intention to steal money, take an animal or destroy equipment, the volunteer should allow them to proceed and call the police immediately.

3.7 Weapons

To protect the safety of all employees, volunteer and others, EBHS prohibits employees, vendors, visitors, volunteers and anyone other than law enforcement officials from carrying weapons on EBHS premises. EBHS recognizes that the State of Wisconsin allows for individuals to conceal and carry weapons; however, EBHS exercises its right to prohibit volunteers from carrying weapons on its premises. EBHS premises is defined to include all EBHS owned or leased buildings, areas surrounding those buildings such as sidewalks, walkways, parking lots and yards and owned or leased vehicles.

COLOR CODING SYSTEM POLICY & PROCEEDURE FOR DOGS AND CATS

Introduction

Elmbrook Humane Society's (EBHS) volunteer base plays a significant role in ensuring that the animals in our care receive exercise and socialization. EBHS has a color coding system in place to pair volunteers with animals that match their skills and experience in order to ensure the safety of, and provide consistency to, both animals and volunteers.

The outline of this policy and procedure

- Defining color coding
- Defining color coding for dogs
- Defining color coding for cats
- Defining kennel identification symbols
- Defining color coding for dog walkers
- Defining color coding for cat socializers

Defining color coding

Color coding is a tool that shelters utilize to make appropriate matches between volunteers and animals. Color coding is based on the animal's behavior and the skill level of the volunteer. Volunteers are given a color based on experience, training, demonstrated skills, and time spent volunteering. The required time spent volunteering may be amended per individual based on skill, knowledge, and animal handling experience. All volunteers are categorized as green to start unless otherwise noted.

Defining color coding for dogs

Dogs are color coded by staff based on behavior evaluation results, behavior and sociability observed at the shelter, and previous history if known. A specific color code may not be permanent and can change based on the animal's behavior and interactions. Recommendations for color changes should be directed to the Volunteer Manager for consideration. Color identifications for dogs are located on individual kennels, the walk board in the back hall, and tagged on their outdoor kennel.

Dogs are identified with four color codes: Green, yellow, red, and blue. Green represents dogs that can be walked by green, yellow and red volunteers. Dogs in this group are categorized as easy to handle. Yellow represents dogs that can be walked by yellow and red volunteers. Dogs in this group are categorized as 'go slow' or a bit challenging to handle. Red represents dogs that can be walked by red volunteers only. Dogs in this group are categorized as challenging to handle. Dogs that have bitten and placed back on the adoption floor will also likely be in the red category. Blue represents dogs that can only be handled by staff. Dogs in this group may have just arrived and may not yet be coded, are on a stray hold, have been impounded, are sick, or just need a little extra settling in time. Some dogs may be coded with two colors: one color for walking and one color for socializing. This means that the dog may be only be walked by one

color of volunteers but may still be socialized in the kennel by another color. Dogs should not be removed from their kennels if they are marked socialize only. Color coding categories do not represent how nice the dogs are or imply they are less/more adoptable. Some things that may influence color assignment are: behavioral history, arousal level, threshold for handling, leash manners, previous bites, behavioral observations, etc. Dogs that are not color coded are not to be handled by volunteers.

Occasionally EBHS will have dogs with unique traits or behaviors that require particular considerations and an individualized plan. These dogs may have a *Special Team*. A *Special Team* is a set group of volunteers and/or staff that have been chosen to work with an individual dog by members of the EBHS Leadership Staff. *Special Teams* are chosen specifically to meet the individual needs of that particular animal. *Special Teams* provide additional consistency and management that is needed for these animals. *Special Teams* for dogs are identified on individual kennels, the walk board in the back hall, and tagged on their outdoor kennel.

Defining color coding for cats

Cats are color coded by staff based on behavior and sociability observed at the shelter as well as previous history if known. A specific color code may not be permanent and can change based on the animal's behavior and interactions. Recommendations for color changes should be directed to the Volunteer Manager for consideration. Color identifications for cats are located on individual housing. Additionally, a printout that identifies all cats that are color coded is provided by the front desk each day and placed at the volunteer station in the cat adoption area.

Cats are identified with four color codes: Green, yellow, red, and blue. Green represents cats that can be socialized by green, yellow, and red volunteers. Cats in this group would be categorized as easy to handle with minor behavior concerns. Yellow represents cats that can be socialized by both yellow and red volunteers. Cats in this group are categorized as shy, resistant to come out of hiding, or difficult to get back into their housing once out. Red represents cats that can be socialized by red volunteers only. Cats in this group are categorized as difficult to handle or have a behavioral concern. Cats that have previously bitten are generally categorized as red. Blue represents cats that can only be handled by staff. Cats in this group may have just arrived and may not yet be coded, are on a stray hold, have been impounded, are sick, or just need a little extra settling in time. Color coding categories do not represent how nice the cats are or imply they are less/more adoptable. Some things that may influence color assignment are: behavioral history, arousal level, threshold for handling, ease of picking up, previous bites, behavioral observations, etc. Cats that are not color coded are not to be handled by volunteers.

Occasionally EBHS will have cats with unique traits or behaviors that require particular considerations and an individualized plan. These cats may have a *Special Team*. A *Special Team* is a set group of volunteers and/or staff that have been chosen to work with an individual cat by members of the EBHS Leadership Staff. *Special Teams* are chosen specifically to meet the individual needs of that particular animal. *Special Teams* provide additional consistency and management that is needed for these animals. *Special Team* identification for cats is located on the housing.

Cats that have unique traits or behaviors may be on a behavioral program or plan. These cats may also have a *Special Team* but may not. Cats on programs are identified on their housing with BP written in marker. Specific plans are found in a binder on the volunteer counter in the cat adoption area. These plans outline the expectations and socializing constraints for these animals. Questions regarding behavior programs or plans should be directed to the Volunteer Manager, Director of Animal Care, or a Behavior Team staff member.

Defining kennel identification symbols

Kennel symbols are used to help identify specific needs or requirements for an individual animal. Currently EBHS uses five kennel symbols to identify five different needs or requirements: A fish symbol is used to indicate an animal is on a special diet, a medical cross symbol is used to indicate an animal that is being treated for or showing symptoms of a potentially contagious disease, a pennant symbol is used to

indicate an animal has a *Special Team*, an international prohibition sign is used to indicate an animal should not be socialized (**even if the animal is color coded**), and a wheel symbol is used to indicate a cat is approved for stroller rides. Animals with a fish symbol should only be given food or treats that correspond with their specific dietary requirements. These specific requirements can be found on the white board in the adoption floor kitchen. Animals with medical cross symbols that are being monitored or treated for a potentially contagious disease are still able to be walked and/or socialized but precautions must be taken to prevent the spread of disease. A medical cross symbol is also used on the walk board to identify dogs that are being monitored or treated for a potentially contagious disease. Volunteers must attend a special training in order to work with any animal that are being monitored or treated for a contagious disease.

Staff is responsible for putting up kennel symbols and also for removing them. Volunteers should not remove these symbols unless directed to do so by a staff member.

Defining color coding for dog walkers

New dog walkers will be required to serve a minimum of 8 hours on the shelter's Environmental Team prior to being trained to walk or handle dogs. During this time, volunteers will be considered pre-green and will help with animal husbandry tasks such as cleaning kennels, washing crates, and doing laundry/dishes during their normal socializing or walking times. A pre-green training must be attended prior to volunteering.

Pre-green dog walkers qualify to become green dog walkers once they have completed a minimum of 8 hours of service on the Environmental Team and have attended green dog walking training.

Green dog walkers qualify to become yellow dog walkers once they demonstrate a clear understanding and successful performance as a green dog walker, go through yellow dog walking training, and have at least 16 hours of recorded volunteer service. Volunteers interested in becoming yellow dog walkers should express interest or be invited by the Volunteer Manager. Additional training is held at EBHS and consists of video, short training, and a demonstration by volunteers. Volunteers need to demonstrate wait, sit, drop it/trade, zen sit, and jumping techniques. Volunteers receive feedback based on the training/demonstration, which determines if they qualify for yellow walking or if they need to work on one or more areas before a color change is made.

Yellow dog walkers qualify to become red dog walkers when they have demonstrated excellent handling skills, are successful with both green and yellow dogs, go through red dog walking training, and have at least 48 hours of volunteering recorded. Volunteers interested in becoming a red dog walker should express interest or be invited by the Volunteer Manager. Additional training will consist of video, short training and a demonstration by volunteers. Volunteers must demonstrate skills learned in green and yellow as well as watch, focus exercises, find it, mouthing, jumping, loose leash basics, management tools, cage presentation and touch. Volunteers will receive feedback on the training/demonstration which will determine if they will move to the red group or if they need to work on one or more areas before being moved.

Defining color coding for cat socializers

New cat socializers will be required to serve a minimum of 8 hours on the shelter's Environmental Team prior to being trained to socialize or handle cats. During this time, volunteers will be considered pre-green and will help with animal husbandry tasks such as cleaning kennels, washing crates/litter pans, and doing laundry/dishes during their normal socializing or walking times. A pre-green training must be attended prior to volunteering. Volunteers under the age of 16 must volunteer with a parent present and the parent must remain with the youth volunteer at all times.

Pre-green cat socializers qualify to become green cat socializers once they have completed a minimum of 8 hours of service on the Environmental Team and have attended green cat training. Volunteers under the age of 16 must volunteer with a parent present and the parent must remain in the socializing room with the youth volunteer at all times.

Green cat socializers qualify to become yellow cat socializers once they have demonstrated a clear understanding and successful performance as a green cat socializer, successfully complete an online training, go through yellow cat training, and have at least 16 hours of recorded volunteer service. Eligible volunteers must be 16 years or older. If transitioning from a parent/youth team to individual volunteer, one must have at least 16 hours of unaccompanied volunteer service. Volunteers interested in moving to yellow should express their interest or be invited by the Volunteer Manager.

Yellow cat socializers qualify to become red cat socializers once they have demonstrated excellent handling skills, are successful with both green and yellow cats, go through red cat training, and have at least 48 hours of recorded volunteer service as a cat socializer. Additionally, volunteers must successfully pass a knowledge and skills assessment post training. Volunteers interested in becoming a red cat socializer should express interest or be invited by the Volunteer Manager.

Each active volunteer receives a name tag that is to be worn at all times when volunteering and will coincide with the color code to which they are assigned (green, yellow, or red). Pre-green volunteers will have a silver star sticker on their name tag until they have fulfilled the requirements to move to green. These categories are not meant to make anyone feel inferior, but to ensure that proper training has taken place, to ensure animals receive consistent direction, and to ensure the safety of all volunteers, staff, and the public.

FREQUENTLY ASKED QUESTIONS

Q: Who can socialize and interact with the adoptable animals?

A: Only EBHS staff members and volunteers who have signed the volunteer application, consent and have gone through small group training can interact with the adoptable animals.

Q: I was taking a cat into a socializing room and a visitor asked to come in the room with me. Is this OK?

A: If a visitor is interested in meeting the animal, please kindly tell them you are a volunteer and a staff member would be happy to show them the animal. They just need to fill out an application at the front desk first.

Q: I saw a dog in the outdoor kennels. Am I allowed to walk her?

A: If the dog has a colored tag on their outdoor kennel that matches your assigned color code, then yes. If a dog has a different colored tag than you are assigned or does not have a tag on their kennel, you are not allowed to walk or interact with that dog.

Q: I was doing laundry and a staff member walked by with a really cute dog that I haven't seen before. How can I meet the dog?

A: If a dog is not on the adoption floor, the dog is not available for adoption. There are many reasons for an animal to be in the back of the shelter. She may be waiting to be spayed or neutered, he may be on a stray hold, or she may be waiting for an owner to claim her. Everyone is bound by a confidentiality agreement and cannot share any information about the animal with anyone other than EBHS staff.

Q: I went through the training but I've forgotten much of the information now that I've actually started volunteering. What should I do?

A: This happens often. We present a lot of information at the meeting and you aren't expected to remember it all. Please do not hesitate to ask the Volunteer Manager if you have any questions.

VOLUNTEER ACKNOWLEDGEMENT & CONSENT FORM

Thank you for joining our volunteer team! Volunteers are the lifeblood of our organization. Whether your time is spent socializing with cats, walking dogs, washing dishes or working in other areas of the shelter, you are making a positive contribution and difference in the lives of the shelter animals and those in our community.

Please remove this page from your handbook once you have signed it and return it to the Volunteer Manager.

If you have any questions about the policies in this handbook, please do not hesitate to ask questions. Your compliance with our policies will ensure a safe environment and will promote a good relationship. Volunteering can be very rewarding and we hope that the time you spend at EBHS will be as rewarding to you as it is to the animals you care for.

Thank you,

Becky Tetzlaff
Community Outreach Events & Volunteer Manager

I have received and reviewed Elmbrook Humane Society's Volunteer Handbook and I agree to abide by all terms and conditions of the Volunteer Handbook. I understand that failure to abide by the terms and conditions of this document will subject me to corrective action up to and including dismissal as a volunteer for EBHS. I acknowledge that from time to time photos, recordings or videos may be taken of employees and volunteers engaged in EBHS-related activities and used in promotional materials such as newsletters, social media postings, publications and other materials to promote EBHS, recognize volunteer achievement and assist in fundraising. Volunteers consent to the use of images or recordings for promotional materials for EBHS and release EBHS from any liability in connection with the taking, recording or publication of the photos, images, videos or recordings.

Print Name

Signature

Date

Parent/Guardian Consent
(If under the age of 18)

Signature

Date