



Volunteer Manual

Saving Lives.
Finding Homes.

Inspiring Compassion. **Disclaimer - This manual is subject to change without notice. For the most current information visit www.buttehumane.org or contact the Volunteer Coordinator, Meaghan Johnson, at meaghanjohnson@buttehumane.org, or (530)343- 7917 ext. 307*

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Welcome to the BHS Volunteer Program

Thank you for your interest in volunteering for Butte Humane Society! We are excited to welcome you to our organization. Our volunteers assist in a variety of ways. To get the most of your volunteer experience, please review this entire handbook. The following pages will provide you with important information about Butte Humane Society and volunteering with us.

The volunteer program is not meant for short-term school projects or court ordered community service.

☒ For court-ordered community service, please contact the City of Chico Animal Shelter at (530) 894-5630.

☒ For school and community projects, contact the BHS Outreach Coordinator at (530) 343-7917 ext. 305.

Mission:

Our mission is – **Saving Lives. Finding Homes. Inspiring Compassion.**

Goal:

Our goal at Butte Humane Society is to find loving homes for all of the lost, abandoned and otherwise unwanted animals that come through our doors; and to provide education to the public concerning animal care, the humanitarian mindset, and the importance of spaying and neutering.

About Butte Humane Society

Butte Humane Society is one of the oldest non-profits in Butte County, California, working since 1911 to bring humanitarian care to dogs, cats, and other animals.

We are a limited admissions adoption agency, with no time limit on our adoptable animals' stay. This does put a major strain on our space and resources, but it also means that every adoptable animal gets an ample chance for a happy ending. Our success comes from pairing the right pet with the right adopter. This helps us achieve our goal.

The Butte Humane Society is funded 100% by donations from our community. Without such generous community support through donations and volunteer time, we could not continue to provide this level of care and commitment to the hundreds of animals in our shelter every day. Be sure to thank our supporters if given a chance.

Butte Humane Society is a 501(c)3 non-profit organization, incorporated under the laws of the State of California and the federal government. This means donations are tax-deductible. As a non-profit organization, the Butte Humane Society is guided by a volunteer board of directors.

Location and Hours

Address: 13391 Garner Ln, Chico CA 95973

Dog & Cat Adoption Center

530.343.7917 X 101 & 102

Adoption Hours: Tuesday-Saturday 12:00pm-4:00pm walk in or by appointment

Volunteer Hours: 10:00am-5:00pm M-F, 11:00am-4:00pm Weekends

Warehouse Volunteer Hours: 10:00am-5:00pm

Administrative Office

Admin Hours: Generally Monday-Friday 9:00am 5:00pm, but please call before coming in as often admin staff's jobs take them out of the office.

Spay/Neuter Clinic

530.343.7917 x 202

Clinic Days: Tuesday-Friday

Public Appointment Hours: 8:30am-12:00pm and 1:30pm-5:00pm

Surgery drop off: 7:00am-7:30am

Surgery pick up: 5:00pm-5:30pm

Contact Information

Important Contacts

☒ Meaghan Johnson – Volunteer & Intern Coordinator
(530) 343-7917 ext. 307
meaghanjohnson@buttehumane.org

Useful Phone Numbers

City of Chico Animal Control (530) 897-4960

City of Chico Animal Shelter (530) 894-5630

Butte County Animal Services (530) 538-7409

Northwest SPCA (Butte County Shelter- Oroville, Ca (530) 533-7636

Paradise Animal Shelter (530) 872-6275

California Department of Fish & Game (916) 358-2900

PAWS of Chico (low income assistance w/ spay & neuter) (530) 895-2109

Bidwell Wildlife Rescue (Stray or injured wildlife (530) 343-9004

Shelter Services Shelter

Butte Humane Society offers many services such as:

- 🐾 Dog and cat adoptions
- 🐾 Low cost clinic, providing:
 - Spay and neuter surgery
 - Microchip implants
 - Vaccines
 - Dental Exams
- 🐾 Animal assisted wellness (pet therapy)
- 🐾 Humane education

Spay/Neuter Policy

In accordance with law in the State of California, every animal from Butte Humane Society must be spayed or neutered before adoption.

Butte Humane Society believes that all companion animals should be spayed or neutered for the following reasons:

- 🐾 It prevents the birth of unwanted litters and future shelter residents.
- 🐾 It is healthier for the animal, preventing issues like uterine infection and certain cancers.
- 🐾 It has a positive effect on behavior.
- 🐾 It diminishes roaming, thus reducing exposure to threats such as traffic.

Microchip Information

A microchip is a small chip (about the size of a grain of rice) encoded with a series of numbers. The chip itself is inert, but can be read by a specially designed scanner. All animals adopted from Butte Humane Society are microchipped before going home. The adopter's contact information is kept at the shelter and is registered with the microchip manufacturer. In accordance with state law, all animals that come into a shelter are scanned to see if they have a microchip. Because of this, many dogs and cats that would otherwise be lost forever, find their way home.

Euthanasia Policy

The humane euthanasia of abandoned and surrendered pets is most always the direct and devastating result of pet owners' refusal to spay or neuter their pets as soon as possible. Butte Humane Society is committed to working with pet owners and community members to reduce the number of unwanted animals in our area through education and our low cost spay/neuter clinic. BHS is also committed to housing our residents for as long as it takes to find them their forever home. BHS may humanely euthanize animals that we know to be seriously sick or injured and beyond our (or other veterinarians') capabilities to provide care.

Every community member has the ability to change the lives of homeless animals and the responsibility to do so. You can help by:

- 🐾 Educating your friends and family on the problem of pet overpopulation.
- Understanding and accepting the nature of the lifetime commitment you are making to an

animal when you bring it into the world and into your home.

- Adopting your next pet from a local and reputable shelter or rescue and encouraging others to do so as well.
- Spaying and neutering your pets and teaching others the importance of this easy step to preventing unwanted litters.
- Keeping current ID tags on your pet and having them microchipped so they can be returned if lost.
- Encouraging your federal, state, and local governments to pass laws protecting all animals.
- Supporting your local humane society through membership, volunteering, and donations.

..... Volunteer Process

Program Requirements

Junior Volunteers- 12 to 17 years old

- Junior Volunteers between the ages of 12-15 and must be accompanied by an adult (18+) volunteer for all training and volunteer shifts.
- Volunteers that are 16 and 17 may volunteer without a guardian onsite, but must have a guardian sign a consent form.

Volunteers- 18 years and older

- All volunteers are asked to commit to at least **6 months and 2 hours per week** as our volunteer database is limited in volume and only has room for current and consistent volunteers.
- Volunteers are encouraged to sign up for regularly scheduled shifts as it helps staff to plan their work day in the most efficient way, and it helps you, the volunteer, to determine where and when your help is needed most. Your time is valuable to you as well as to BHS and it is best to use it in the most effective way possible.

T-Shirts- Volunteers must purchase BHS volunteer t-shirts. As much as we would love to be able to provide these to you free of charge, being a 100% donation funded non-profit, it is simply not possible. Shirts are necessary to be able to differentiate you from potential adopters and members of the public. This way staff can ask you for help rather than attempting to adopt an animal out to you. In addition, shirts often get dirty or torn, and we wouldn't want that to happen to your regular wardrobe.

- Your first shirt is \$16
- Additional shirts are only \$9 for existing volunteers and can be purchased at the Administrative Office.
- Your shirt will be available for pick-up after you have attended your first Shadow Shift.



New Volunteer Steps

STEP 1: *Complete the online volunteer application*

- Each individual volunteer must fill out a separate application, including parents or supervisors accompanying Junior Volunteers.

STEP 2: *Order Shirt*

- Upon completion of the application, prospective volunteers are directed to a volunteer t-shirt purchasing site.
- Volunteer shirts are dark blue and Junior Volunteer shirts are royal blue. Be sure to select the correct option.

STEP 3: *Complete the online orientation*

- Any person that is volunteering must complete a volunteer orientation.
- All volunteers under the age of 18 must have a parent sign the waiver attached to the end of this manual. Bring it signed to your first Shadow Shift. (For minors only.)
- After reading the volunteer manuals complete the short assessment test
- Upon achieving a score of 45/50 or higher on the test, you are able to sign up for Shadow Shifts.

STEP 4: *Shadow Shifts*

- Shadow Shifts are on site, hands-on training. There are separate Shadow Shifts for Dogs, Cats, and Warehouse.
- Click on the appropriate Shadow Shift and select a time to complete it through your InitLive volunteer page under the “Opportunities” tab.
 - Please note, you will not be able to sign up for a Shadow Shift until you complete your online orientation.
- Sign up for at least one Shadow. You may sign up for the other areas later if you’d like.
- Make sure to remember to pick up your volunteer shirt at your Shadow Shift. You may only volunteer in the areas in which you’ve successfully completed a Shadow. After completing your Shadow Shift, you will be considered Active and you will also receive a name tag which you will find in the name tag box in the Volunteer Lounge.

STEP 5: *Schedule your volunteer shifts!*

- After the completion of your first Shadow Shift, you will be able to log in to InitLive and schedule your volunteer shifts (at least 6 hours per month). You may set your hours at your convenience. However, we do recommend that you create a recurring schedule to volunteer on a regular basis.
- Scheduling your shifts on InitLive is mandatory. This is how we know we will have volunteer help on any given day.
- If you cannot attend a shift you have signed up for, please remove yourself from the schedule on InitLive.
- If you have signed up to volunteer at any **special events** and need to cancel please email the Volunteer Coordinator *as soon as possible*. Each volunteer is incredibly important at events, and if we have a cancellation at the last minute, it puts a strain on our event.
- Now you are ready to volunteer!**

Mentors

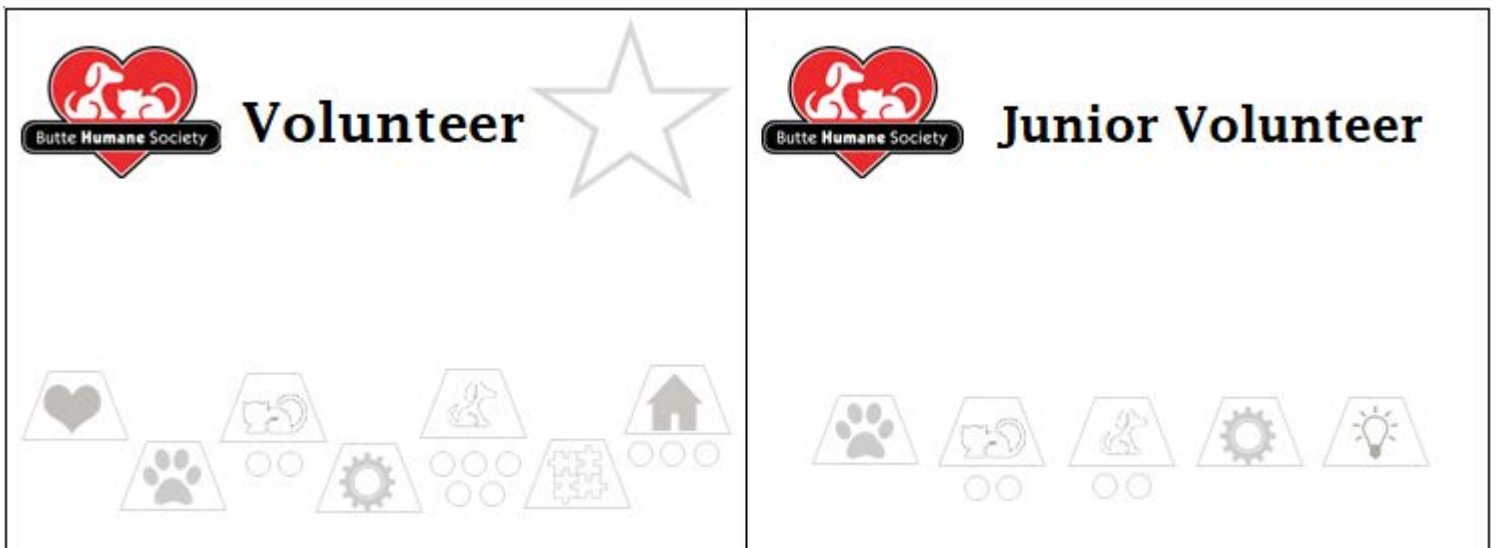
Mentors

- Mentors are experienced volunteers that have a good grasp on the policies and expectations of BHS.
- Mentors must have at least **30 hours** of volunteering in the areas for which they wish to be Mentors.
- There are Mentors for Cats and there are Mentors for Dogs and there are Mentors for Warehouse, but they do not cross over.
- If you reach 30 hours and are interested in becoming a Mentor Volunteer, please contact the Volunteer Coordinator.
- Dog Mentors are expected to lead new volunteers in Mentor Walks whenever asked.***

Name Tags

Name tags must be worn by volunteers at all times to help with identification, but also to show levels of experience through stickers/badges.

Study the following key to familiarize yourself with the name tag process:





Name Tag Sticker Meanings

Cats

1. **Level 1** - Receive cat sticker and first dot upon completion of the Cat Shadow Shift (e.g., general socialization, window washing, grooming, enrichment, etc.).
2. **Level 2** - Receive second dot upon completion of the appropriate Level 2 training (Cats that may show fear aggression, cats that are in our Dry Transition Room, etc.)

Dogs

1. **Level 1A** - Receive a dog sticker and first dot upon completion of shadow shift.
 - a. For Junior Volunteers this means they are allowed to socialize but not walk dogs.
2. **Level 1B**- Receive Level 1B dot upon successful completion of Level 1B training. To partake in this training, you have to have volunteered consistently for around **25 hours*** with dogs.
 - a. For Junior Volunteers this means they are permitted to walk smaller/ easier dog
3. **Level 2**- This is needed to handle dogs with dog reactive behaviors, leash pulling, etc. You have to have volunteered consistently for around **35 hours** with dogs.
4. **Play Groups** – Volunteer and staff supervised play sessions between two or more dogs. Requires training and around **20 hours* experience with Level 2 dogs**. Also includes Tandem Walks.
5. **D.O.G.** – “Dog on the Go” allows volunteers to take dogs away from the shelter for a day. Requires around **20 hours*** experience with dogs.

**Subjective. Advancement could occur in more or fewer or more than the standard hours of requirement depending on staff's comfort level with your ability and methods of handling dogs. Getting to know adoptions staff could help increase the likelihood of early advancement.*

Special Events

- Received for partaking in any Special Event. If no stickers are available at the Special Event, you can ask staff for one next time you volunteer on site.

Adoption Counselor

- Requires training and at least a Level 2 standing for Dogs. Cat volunteers may inquire about receiving training after completing 30 hours of volunteering at Cats.

Warehouse

- This sticker is received upon completion of the Warehouse Shadow Shift.

Foster

1. **Bedtime Foster** – An extension of D.O.G. where the volunteer takes a dog home for the night. Must be approved by staff and signed appropriate foster paperwork.
2. **Foster** – Traditional fostering of cats and dogs by caring for them in your home for extended periods of time while they wait for adoption.
3. **Adoptions Ambassador** – A combination of an Adoptions Counselor and Foster. You care for the animal in your home and adopt it out.

Administration

Encompasses every other volunteer opportunity that doesn't fit under the other categories including, but not limited to posting fliers, scanning files, being a Greeter, etc.

Entrepreneurship

For Junior Volunteers only and is received upon completion of running one's own fundraiser or supply drive.

Special Events

Special Events are events that BHS puts on or takes part in that either promotes the organization, spay/neuter education, raise funds, or all of the above. Special events include, but are not limited to:

- Mobile Adoptions
- Bidwell Bark Fun Run & Festival
- Parades
- Annual Gala
- Woofstock
- CSUC & Butte College Campus
- Events Thursday Night Market

Volunteers are essential at these events. There is usually one or more BHS staff members present to give instructions, but volunteers are the real support behind special events. Oftentimes, however, experienced volunteers are trusted to take lead for the event. Time spent helping at these events are counted toward regular volunteer hours.



BHS Volunteers Facebook Group

There is a Facebook group dedicated purely to BHS Volunteers. This group is used to share photos and videos of the adoptable animals, share ideas, and start conversations. Only active volunteers are approved to join the group. You must request to join. Be careful of how you word posts, every post and every comment should be positive, encouraging, and constructive. No negativity or criticism will be tolerated. Any posts that do not align with our mission or practices will be removed.

When you receive your “Welcome to the BHS Team” email, please log in to Facebook and ask to join the group “**BHS Volunteers.**” It’s a closed group, so permission to join must be granted.

Dress Code

Dress Appropriately. Anyone violating the dress code will be sent home to change. No exceptions. Every time you volunteer on site or with the animals you must wear:

1. Jeans (no leggings, shorts, sweatpants, pants with holes/ rips...)
2. Closed toe shoes
3. Volunteer shirt

*If you have a sweatshirt on, wear the volunteer t-shirt over it. Volunteer sweatshirts are available to purchase. Contact the Volunteer Coordinator for details.

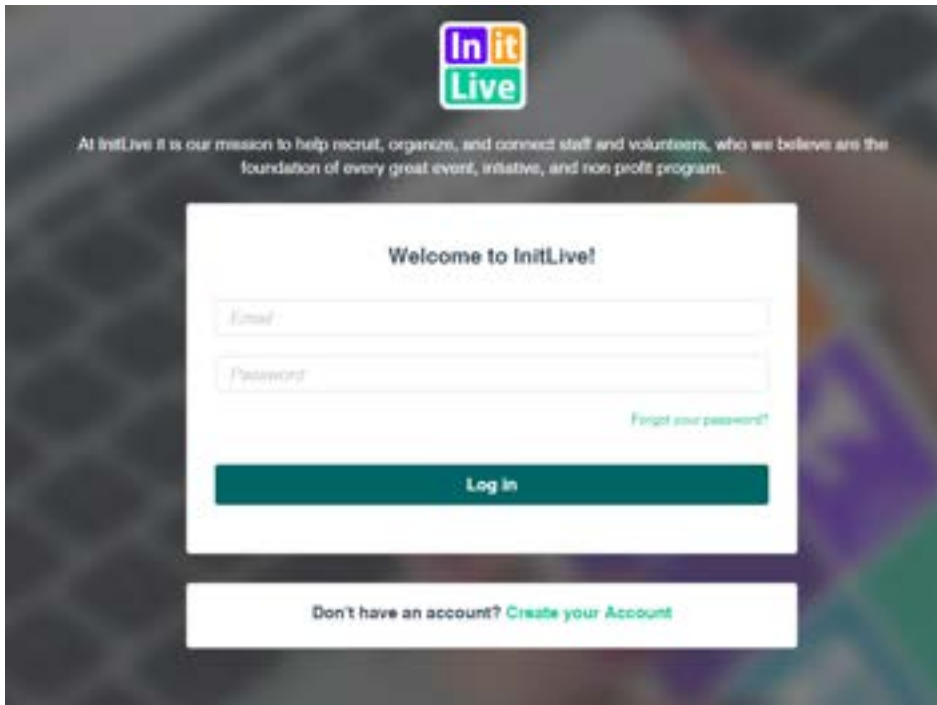
This dress code is for your safety and to prevent accidents. If a dog scratches you and blood is drawn that dog will have to go into quarantine for 10 days. During this time they will not be able to be adopted.

InitLive

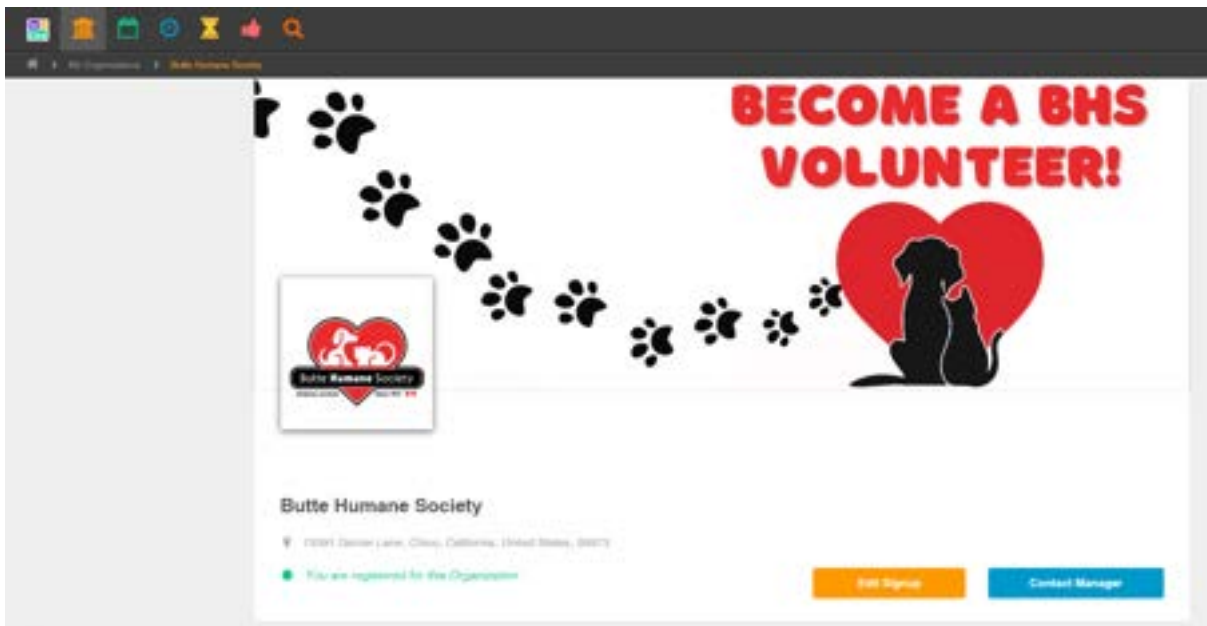
InitLive is the volunteer database BHS uses to track and schedule volunteers as well as to share updates. Volunteers also use it to schedule themselves and to track hours. You will be able to view volunteer opportunities, track hours, communicate, and much, much more through your InitLive page.

1. Go to www.buttehumane.org
2. Click on “Volunteer Login” on the upper right corner of the BHS Homepage.
3. Enter your username and password.
 - a. You can change your password once you log on
4. From here you can:
 - a. View and manage your volunteer schedule
 - b. Clock in and out for volunteer shifts
 - c. Sign up for or remove yourself from shifts
 - d. Print your schedules
 - e. Keep personal information up to date
 - f. Receive news and messages from the Volunteer Coordinator
 - g. Check your service records, and print your own service reports
 - h. Add missing hours
 - i. Message the Volunteer Coordinator

1. Login to your InitLive account: <https://app.initlive.com/web-admin/app/#/login>



2. Go to your Organization's main page and scroll down to view the open Volunteer Opportunities. **Make sure you sign up for a Shadow Shift before you sign up for an opportunity you are not trained in.**




Available Opportunities (15)

This is a preview of the available Opportunities. If you are interested or want to find out more information, click the card listing to access the Public Page.

Search



All Upcoming Dates




Bone Appetit

Dinner time for the pups and cats! This opportunity includes dinner preparation for our shelter animals. Volunteers will prepare food bowls for the staff to distribute at the end of the day. Volunteering for this opportunity allows the staff to focus on potty breaks for our dogs during this time frame. This is a huge help during a busy time of day!

1 hour
Monday-Friday

Open




Cat Socialization

800 OPEN SPOTS

Socialization refers to the process of exposing our shelter cats to humans, and letting them become more trusting and accepting of human interactions. A cat who has not been socialized properly may be timid or lash out in fear, and they might display a range of behavioral problems. These cats just need a little love and that's where you come in!

1 hour
Sunday-Saturday

Open



Clinic Kennel Assistant

Our Veterinary Clinic has volunteer opportunities available for Kennel Assistants. This is a great stepping stone for students in animal sciences, pre-vet, or just those with a passion for volunteering in a veterinary setting.

2 hours
Tuesday-Friday
Clinic

Open



Dog On Go



Shadow



Dog Level

3. Click "Signup". You can schedule shifts by using the **Card View** or **Calendar View**



Cat Socialization



003 OPEN SPOTS

Cat Socialization

- 🕒 1 hour
- 📅 Sunday-Saturday
- 🟢 Opportunity is Open

Contact Manager

Signup

 Butte Humane Society

 Meaghan Johnson ★ Primary Manager

Cat socialization is so important because it allows the volunteer to help expose our shelter cats to humans, and letting them become more trusting and accepting of human interactions. This volunteer opportunity allows volunteers to spend time with our adoptable cats before they find their forever homes. From cuddles to brushing their coats, this relaxing opportunity is beneficial for both you and the kitties.

Required Skills:

- Ability to interact with people from a variety of backgrounds

Select the Shifts you would like to work

(UTC-08:00) America/Los_Angeles

Shifts

Step 1 of 2

The minimum number of shifts you must select is 1 per day.

The maximum number of shifts you can select is 3 per day.

Total Shifts Selected: 0 Shifts

Shows all shifts | Filtered Results: 201 | Total Shifts: 201

Hide Filters - | Search Keywords | Card View -

All Roles - | All Places - | All Dates -

Hide Shifts that are FULL | Hide Shifts I CANNOT SELECT | Hide Shifts I'm ALREADY ON THE WAITLIST for

3 OPEN SPOTS	3 OPEN SPOTS	3 OPEN SPOTS	3 OPEN SPOTS
Kitty Cuddler 10:00 AM - 11:00 AM (1 Hours) Monday, May 1, 2023 Butte Humane Society - Butte Humane Society	Kitty Cuddler 11:00 AM - 12:00 PM (1 Hours) Monday, May 1, 2023 Butte Humane Society - Butte Humane Society	Kitty Cuddler 12:00 PM - 1:00 PM (1 Hours) Monday, May 1, 2023 Butte Humane Society - Butte Humane Society	Kitty Cuddler 1:00 PM - 2:00 PM (1 Hours) Monday, May 1, 2023 Butte Humane Society - Butte Humane Society

0 Shifts



Cat Socialization

Step 1 of 2

Next →

From here you can choose one or multiple shifts per your own availability.

Hide Filters -

Search Keywords

Calendar View -

All Roles

All Places

Hide Shifts that are FULL

Hide Shifts I CANNOT SELECT

Hide Shifts I'm ALREADY ON THE WAITLIST for

May 2023							Today
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
30	1 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	2 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	3 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	4 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	5 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	6 11am Kitty Cud... 12pm Kitty Cud... 1pm Kitty Cuddler + 2 More	
7 11am Kitty Cud... 12pm Kitty Cud... 1pm Kitty Cuddler + 2 More	8 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	9 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	10 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	11 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	12 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	13 11am Kitty Cud... 12pm Kitty Cud... 1pm Kitty Cuddler + 2 More	
14 11am Kitty Cud... 12pm Kitty Cud... 1pm Kitty Cuddler + 2 More	15 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	16 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	17 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	18 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	19 10am Kitty Cud... 11am Kitty Cud... 12pm Kitty Cud... + 4 More	20 11am Kitty Cud... 12pm Kitty Cud... 1pm Kitty Cuddler	

0 Shifts

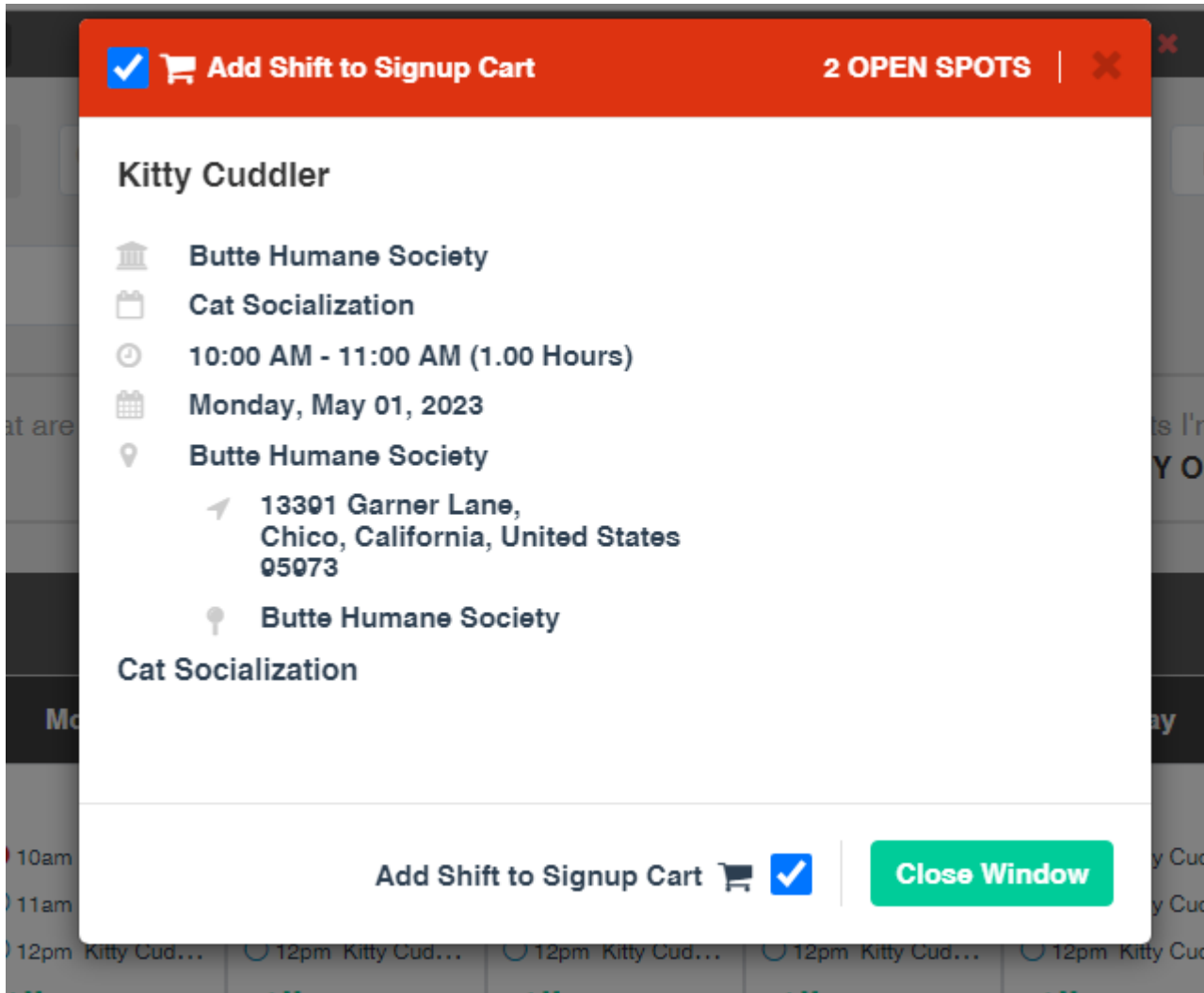
Next →



Cat Socialization

Step 1 of 2

4. Once you choose a time that works for you. It will look like this when you click an opportunity. Click the box next to “Add Shift to Signup Cart” and then click “Close Window”



5. This shift should then be added to your cart. It will then add to your calendar and you are good to go!

10am Kitty Cud... 11am Kitty Cud...

11am Kitty Cud... 12pm Kitty Cud...

+1 Shift
▼

Signup Summary

You are about to signup for **1** Shift

Your Cart i

+ **Adding Shift** +1

Kitty Cuddler
10:00 AM - 11:00 AM
Monday, May 1, 2023

🗑 Remove
i Details

Complete Signup →

STEP 2

Signup Process Complete!

(UTC-08:00) America/Los_Angeles

Process Complete Step 2 of 2

Congratulations! You have completed all of the mandatory information.

Message From the Manager

Thank you for signing up!

My Shifts
 My Waitlist

Email Myself This Schedule
 Add to Calendar ▼
Contact Manager

Role	Date	Time	Shift Length	Details
Kitty Cuddler	Monday, May 1, 2023	10:00 AM - 11:00 AM	1 hrs	

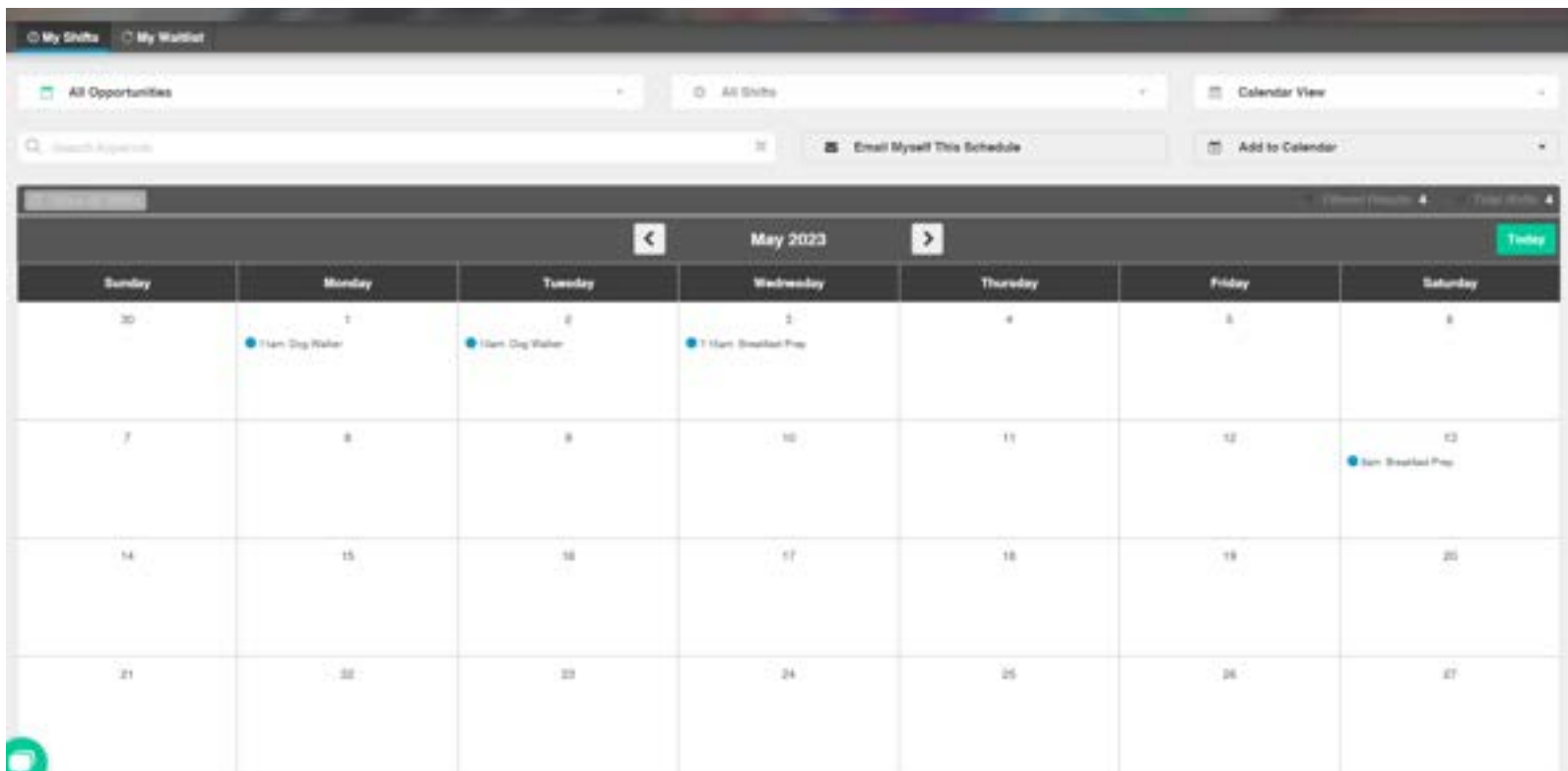
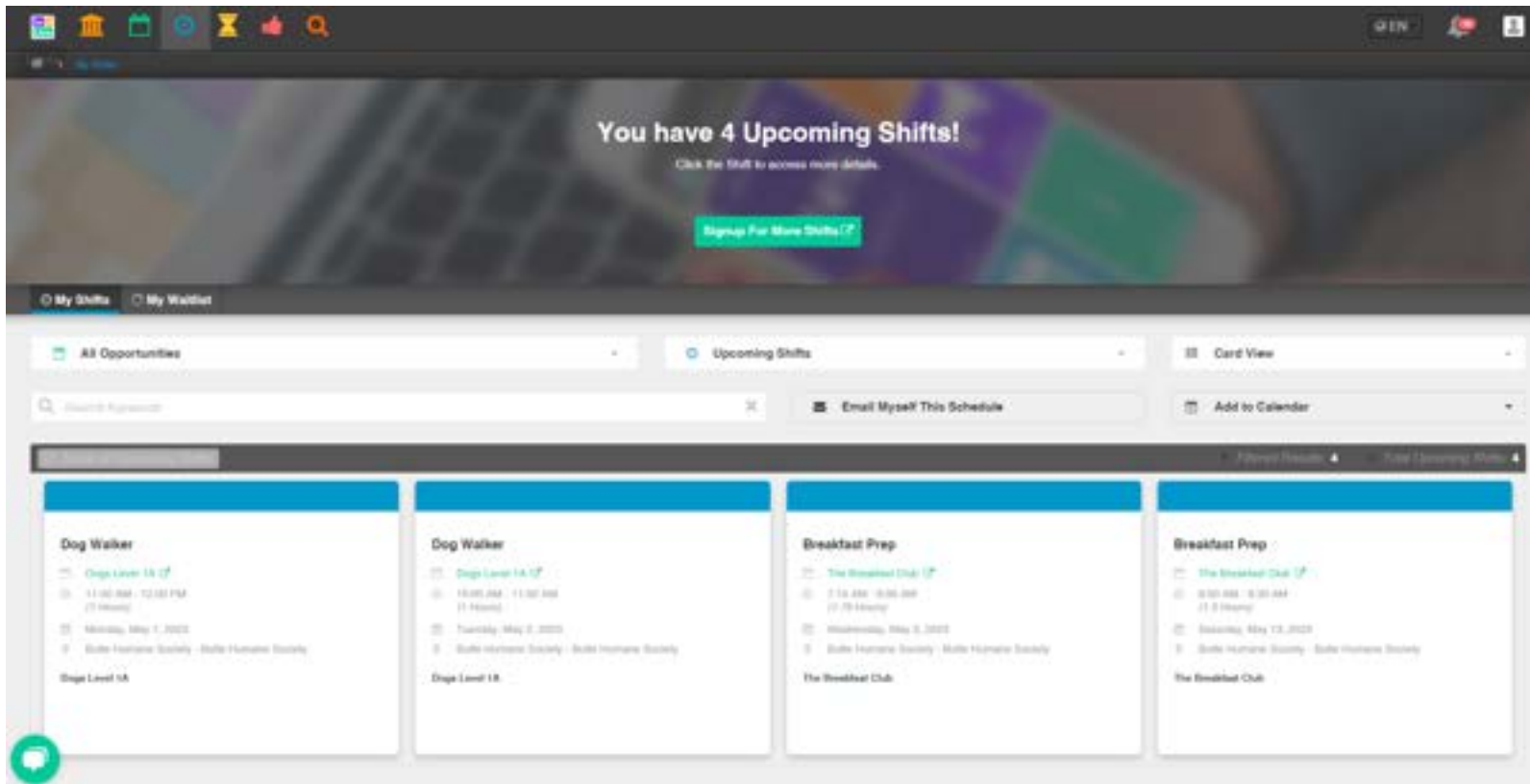
Cat Socialization

Step 2 of 2

🏠 Go Home

17

6. To view the opportunities you have signed up for in your calendar, you can view this as a Card View or Calendar View.



7. You can then select the schedule tab and see all of your scheduled volunteer shifts.

.....**Important Things to Remember**.....

- If you happen to lose your name tag, contact the Volunteer Coordinator and a new one will be provided.
- Remember to sign up for shifts beforehand and after the hour of the sign up date has passed, it will **automatically** log that hour for you 2 hours after your shift is complete. There is also a kiosk that will be available for you to check in and out for your shift. This is located on the computer in the volunteer lounge. If you forget your username or password, you can simply reset and retrieve using your email address. If you forget to login, contact the Volunteer Coordinator, and they will enter your hours for you.
- Ensure that you are meeting your **2 hours per week** service requirement.
- If you need to change your schedule, you may do so online.

Cross Contamination

Cross-contamination is when bacteria or other microorganisms are transferred from one object and/or animal to another, with harmful effects. The Cross-Contamination Protocol (CCP) is an umbrella term for the steps we take to prevent cross-contamination. Here are some ways to prevent cross contamination:

- Avoid playing with the same toys or using the same brush on more than one animal.
- Wash hands thoroughly between handling each animal so as not to pass germs.
- When required, wear gloves when handling each animal and change gloves between animals.
- Get in the habit of doing a quick visual scan for illness **BEFORE** you touch any animal.
- If you hear or observe any unusual behavior or signs of illness do not touch the animal and inform a staff member immediately. Some symptoms to look for are:
 - Nasal discharge (mucous colored not clear)
 - Irritated eyes (discharge or redness)
 - Sneezing or Coughing
 - Congestion
 - Lethargy
 - Unusual hair loss
 - Parasites (fleas or ticks)
 - Unusual stool (diarrhea, bloody)
 - Vomiting

It's important to stress the fact than **any** objects (pen, door handle, spray bottle, toys, cage doors, shoes, etc.) should be treated as potentially contaminated with viruses and/or bacteria that could spread to dogs and cats and make them sick. Some viruses can even live on objects for over a month.

Following careful procedures like hand washing, wearing gloves, disinfecting and just generally being aware of what you are doing/handling will greatly help minimize the risk of cross contamination.

To eliminate bacteria, we use an accelerated hydrogen peroxide solution called Rescue. Bottles of this can be found throughout the organization. Spray the solution on a contaminated area; let it soak for 10 minutes then wipe it away. Alert staff or an experienced volunteer if a bottle runs out so that they can refill the bottle for you.

Policies and Procedure

There is a lot to learn about BHS policies and procedures. Below is the tip of the iceberg, so volunteers must adhere to the following policies and procedures:

Attendance

We count on our volunteers! Make sure you attend your volunteer shifts OR cancel with reasonable notice. Please, no no-show, no-calls. We understand you are volunteering your time, and we appreciate and respect your time. We do count on you, so when you don't show up, and don't let us know, it does put a strain on us.

Cell Phones

Absolutely no cell phones...*unless* you are using them to take photos and/or videos of the animals which you intend to share on social media as a means of promoting the animals up for adoption, or to call 911 in the case of an emergency. Just be careful with your device as some animals might think it would be fun to chew on.

Confidentiality

During the course of your work as a volunteer, you may have access to confidential information regarding Butte Humane Society, shelter animals, clients, donors, or employees. Volunteers must refrain from revealing or divulging such information.

Dress Code

The dress code has been instituted for safety reasons and to help Promote a professional image at the shelter.

- Volunteers must wear volunteer t-shirt, closed toed shoes, jeans, and name tag.
- Long sleeved shirts worn under the volunteer shirts are permitted and encouraged (color does not matter).
- Do not wear scarves, lanyards, loose jewelry, or other items that could get stuck or tangled in a cage or snagged by an animal.
- Long hair should be secured in a ponytail or up and out of animals' reach.
- No shirts, caps, or other attire that advertise or promote alcohol, tobacco, drugs, or any slogans or pictures that may be offensive to others.
- From time to time volunteer sweaters may be available for purchase. Ask the Volunteer Coordinator.



Email

Email is our primary means of communicating important information with volunteers. Please provide us with your current email address so we can keep you up-to-date on upcoming events, volunteer needs, etc. **We will not send junk mail** or anything not related to Butte Humane Society nor will we share your information. Failing to provide an accurate email address or electing

not to receive emails will prevent you from being able to use/ be notified via our volunteer system.

Safety First

- Volunteers should immediately report all safety hazards, unsafe conditions, or practices to a staff member, shelter manager, or the volunteer coordinator. Remember, it's better to be overly cautious than to have an accident.
- BHS does not provide insurance for volunteers. As a volunteer you are responsible for injury or illness resulting from volunteer work at the shelter or public events.
- The BHS insurance policy does not cover a volunteer's personal vehicle. If you are driving your own vehicle for BHS purposes, you must have a valid California driver's license with a clean driving record and current insurance for your vehicle.
- It is your responsibility to be up to date on your tetanus shot.
- Anyone known to be under the influence of drugs, alcohol, or intoxicating substances will not be allowed to volunteer while in such condition.

- Horseplay and other acts that can compromise the safety or well-being of the employees, volunteers, or animals are prohibited.
- Volunteers under the age of 16 must be under the direct supervision of a trained adult volunteer at all times.**
- All injuries, including animal bites and scratches, regardless of how minor, must be reported to the nearest staff member immediately.
- No one will be permitted to volunteer while their ability or alertness is impaired by fatigue, illness, or other cause that might unnecessarily expose themselves or others to injury.

Volunteers, in their endearing dedication to do good, sometimes fail to recognize, or fail to accept their limitations. This is especially true when it comes to walking large, strong dogs. For your safety and for the safety of the animals, **please take staff's advice** if asked to stick to easier tasks or to smaller, easier-to-walk dogs, even if you've been walking strong dogs for years.

Employee/Volunteer Interaction

Please take the time to introduce yourself and don't hesitate to ask for assistance or advice. We love getting to know you! Also, the more familiar we are with you, the more likely we are to invite you to take on more fun and challenging tasks. Staff advice and requests should be accepted warmly! Questions, comments, and concerns should be brought to the Volunteer Coordinator including any issues with other volunteers or staff. **KEEP YOUR INTERACTIONS WITH OTHERS POSITIVE!** Failure to do so may end with your termination as a volunteer at BHS.

Personal Items

Butte Humane Society is not responsible for any personal belongings (e.g., purses, backpacks). You can store your belongings in the volunteer lounge during your shift. Please note that Butte Humane Society will not assume liability for personal items left in cars or on the property.

Personal Pets While Volunteering

For the safety of your pet and BHS animals, volunteers may NOT bring their own pets during their volunteer shift, and may not socialize shelter animals with any non-shelter animals at any time, unless you have successfully completed our Volunteer Adoption Counselor training or have been approved to foster a pet. This policy includes service animals as the presence of any animal agitates our shelter animals. Do not leave pets in cars while volunteering.

Pregnancy

Due to the incidence of toxoplasmosis, a disease found to cause birth defects, female volunteers who are or suspect being pregnant, should consult with their physician before handling any cats. We strongly encourage you to refrain from handling cats, cleaning litter pans or being near cat litter until your physician gives the “OK.”

Public Interaction/Customer Service

When speaking with the public, please be sure to identify yourself as a volunteer. If you are asked a question and you are not 100% sure that you can provide a complete and correct answer, refer them to a staff member. If you are approached by the press while on a volunteer shift, please notify a staff member before you speak or give an interview. Remember that as a volunteer, you represent Butte Humane Society. If you do not know where Butte Humane Society stands on any issue (indoor/outdoor, declawing, etc.) please refer to a staff member.

Reporting Incidents

An incident can be defined as any occurrence that involves a client, visitor, staff member, volunteer, animal, bite case, etc. which is troubling enough to warrant reporting and/or recording the facts. You should report all incidents to the Volunteer Coordinator or manager on duty.

- VERY IMPORTANT:** Any bites or scratches by an animal at the shelter which break the surface of the skin and draw blood, whether accidental or not, are to be reported immediately to BHS staff. The animal must be quarantined for 10 days; this does not mean the animal will be euthanized.
 - *The observation period is a precaution against rabies, which is not common but is 100% fatal once a person exhibits symptoms.*
- For everyone’s safety, if an animal exhibits aggressive or dangerous behavior, tell staff IMMEDIATELY.
- When handling animals, please let Butte Humane Society staff know if an animal is showing signs of illness or injury so that we can immediately evaluate and address the issue.

Resignation

We know that life happens and sometimes volunteering isn’t always feasible. If you know you won’t be able to volunteer consistently for six months or more, please contact the Volunteer Coordinator before resigning so your account is removed from the database.

Database Purging

Four times a year, we purge our volunteer database of inactive volunteers. Before we do, we email the inactive volunteers to inform them of their pending removal and give them a week to respond to keep their volunteer information on file. If you can no longer volunteer but would like a copy of your volunteer record for applications, resumes, etc. please let the Volunteer Coordinator know, otherwise it will be deleted.

Prohibited Conduct

Conduct that may warrant immediate termination without warning may include but is not

limited to:

- Harsh physical/verbal treatment or training tactics towards the animals
- Theft of BHS property, including animals, documents, equipment, etc.
- Use of abusive language
- Destruction of shelter property
- Engaging in activity or entering areas off limits to volunteers
- Careless or negligent performance of volunteer duties that endanger the life, health, or safety of an animal or another person
- Being intoxicated or under the influence of a controlled substance
- Possession of dangerous or illegal firearms or weapons
- Sharing confidential information to customers, employees, other volunteers, third parties, etc.
- Falsification of volunteering qualifications (e.g. lying about achieving Level 2 status)

Safety with Animals

- Animals may only be handled by qualified and authorized people. You may not handle an animal until you have completed the appropriate training. It is your responsibility to check which animals have special limitations before taking them out of their kennel/cage. If you do not know how to do something, ask for help. If you feel like you need a refresher course, please ask a Mentor or let the Volunteer Coordinator know. No judgment! We would rather have you go through secondary training than do things incorrectly.
- Prevent animal bites and scratches with proper handling and knowledge of **animal body language**.
- All animal bites, scratches, and incidents must be reported.
- Wash or sanitize your hands after handling an animal and before touching another animal in a separate kennel, upon entering and exiting a cat room, or after handling a litter box or any soiled bedding.
- Report the first signs of illness and do not handle sick animals.
- DO NOT TOUCH PUPPIES OR KITTENS without gloves** unless they have been fully vaccinated.
- Know your limitations. If you are unsure do not risk it. Be able to identify animals that are too difficult for you to handle. Remain aware.
- Please maintain situational awareness when handling animals at all times.

Smoking

Butte Humane Society is a smoke-free environment. Smoking is not permitted in or around any Butte Humane Society building or vehicle at any time.

Social Media

While we appreciate you helping promote the mission of Butte Humane Society, we ask that you follow these guidelines when posting information regarding Butte Humane Society:

- When posting about an animal, please focus on its better qualities and keep the overall mood of your post positive.
- Please keep your posts tasteful and remember we all share the same goal of getting these pets adopted.

- ❑ Your internet postings must not disclose or refer to any information that BHS considers confidential. If you have any questions about what is considered confidential information, please ask.
- ❑ Remember that your internet postings reflect your personal point of view, not necessarily the point of view of Butte Humane Society. Because you are legally responsible for your postings, you may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law.
- ❑ When posting your point of view, you must neither claim nor imply that you are speaking on behalf of BHS, unless you are authorized in writing by BHS.
- ❑ Your internet postings must not include Butte Humane Society logos and should respect copyright, privacy, and other applicable laws.
- ❑ Don't post pictures with children without parental consent.

- ❑ If a member of the news media contacts you about an internet posting that concerns the business of BHS, you must refer that person to BHS staff.
- ❑ Most importantly, common sense is the best guide if you decide to post information about where you volunteer. If you are unsure about a posting, we encourage you to contact Butte Humane Society for guidance.

Termination

Butte Humane Society reserves the right to terminate volunteer status at any time, for any circumstance which, in the judgment of Butte Humane Society Managers, would make continued service as a volunteer contrary to the best interest of the organization.



Visitor Policy

Visitors are not allowed to perform volunteer duties. If a visitor is interested in volunteering, they must undergo all required training before handling the animals. ***This includes significant others and children.***

Adopting a Shelter Animal for Yourself

Volunteers, as well as staff, interested in adopting from Butte Humane Society must apply for the animal, meet the same requirements as the public, and pay all applicable fees.

Frequently Asked Questions

Standard Adoption Fees <small>BHS reserves the right to change adoption fees at any time.</small>	 Cat Adoption Fees	 Dog Adoption Fees
Puppy/Kitten (2-6 mos)	\$125	\$275
Adult (7 mos-6 yrs)	\$95	Small \$250 Med/Lg \$190
Adult (7+ yrs)	\$75	Small \$175 Med/Lg \$150

Q: What are your adoption fees?

Animals that are in higher demand, purebreds with papers, or dogs that have had expensive medical treatment while in our care, may have a higher adoption fee.

Our adoption fees include, but are not limited to the animal's spay or neuter, up-to-date vaccinations, microchip, temperament test, heartworm test, and more.

Our adoption fee is only a small portion of the cost we put into the animal. ****All fees are subject to change, please check our website or visit one of our Adoption sites for the most current fees.***

Q: Do adopters need to make an appointment for adoption?

Yes, they will need to submit an application online and an appointment with the shelter staff.

Q: What do adopters need to bring to an adoption?

- A driver's license or state-issued ID
- Cash or a card (we do not accept checks for adoption)
- ESA letter if applicable

Q: Why would you deny someone for an adoption?

Applications are required for all animals to ensure the adopter's home and family is the most compatible home for the animal's needs as well as the adopter's needs. If the staff feels the animal will not be compatible for a home, we may suggest an animal that would be more compatible. This

process helps us reduce animal return rate and helps make the transition for the animal a happy and healthy one. If staff feels the applicant isn't fit to adopt one of our animals or that the animal's safety may be in jeopardy in their home, we will deny the applicant the opportunity.

Q: Why are puppies and small breed dogs more expensive?

Puppies and small breed dogs are more expensive for mainly two reasons: they are more desired than large or adult dogs and they cost significantly more to get them ready for adoption. Puppies or small breed dogs usually need more medical attention and we need to try to recoup those costs.

Q: Can I turn in a stray animal?

BHS does not take in stray animals. We do however rehome owned cats. If an animal is found within Chico city limits, you can take it to Chico Animal Shelter. Any out of town strays need to go to that city or towns' shelter or, if in an unincorporated or rural area of Butte County, to the county shelter in Oroville. In addition, out of town strays are more likely to be reunited with their owners when returned to the area in which they were found.

Q: Where can I get my animal spayed or neutered?

We have a Spay & Neuter Clinic on the left side of our building. If you would like to make an appointment, please contact them at (530) 343-7917 ext. 202.

Q: How can I get my pet microchipped?

If you have an animal you would like to have microchipped, you can make an appointment with our clinic. The fee is affordable at \$21, a very low cost to give you the peace of mind that you have done everything possible to ensure that if your animal is ever missing, the chances are greatly increased that he or she will be returned to you. You can also get this done at the same time your pet is getting spayed and neutered. The fee then drops to \$11.

Q: Does BHS administer vaccines?

Our Spay & Neuter clinic also offers several vaccines for cats and dogs. Please contact them for pricing at (530) 343-7917 ext. 202 or see www.buttehumane.org for a full list of the services we offer.

Essential Capabilities

There are several animal care needs at BHS that are typically fulfilled by volunteers who work with cats and dogs. To safely and effectively serve as a volunteer at BHS, volunteers need to possess the following physical, mental, and emotional capacities.

Essential Physical Capabilities

- High level of manual dexterity, quick reflexes, and ability to use both hands simultaneously (e.g., open cage door while handling animal).
- Ability to walk unaided on unpaved, uneven, rugged, and sometimes muddy and slippery terrain when walking dogs outdoors.
- Ability to bend and squat in order to leash/harness and pick up an animal.
- Ability to stand for significant periods of time while walking dogs, assisting the public with visits, or cleaning cages/kennels.
- Average vision to move safely around the building, to be able to observe animal body language without difficulty, and to be able to read notes on animals' paperwork.
- Ability to hear if an animal is growling, hissing, or making sounds indicating fear or pain. Ability to maneuver well in tight spaces and react and move quickly in order to prevent dogs or cats from escaping (e.g., ability to quickly pursue and retrieve any cats or dogs who have escaped from a kennel or cage).
- Ability to deal with strong and unpleasant odors, fleas, feces, and possible wounds or injuries to animals in our care.
- Ability to cope with a very loud environment due to animal noises.
- Ability to push carts and barrels of laundry, load and unload washer and dryer, fold clean laundry, wash and put away dishes, and put these supplies away reaching shelves from ground level up to six feet, using a step stool as needed.

Essential Mental Capabilities

- Ability to understand, remember and follow instructions and procedures.
- Possess problem-solving capability.
- Ability to observe and evaluate response to handling, as well as health and behavioral problems that are revealed during animal socialization.
- Must be aware of potentially dangerous situations when working with the animals. Must be able to remain calm with animals that are upset, behave sensitively and confidently, show good judgment and act appropriately in these situations.

Essential Emotional Capabilities

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with a highly emotionally-charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized for medical reasons.
- Ability to understand BHS' policies and positions regarding companion animals and other key animal welfare issues.
- Ability and willingness to appropriately and accurately represent those policies when interacting with

the public or otherwise representing BHS.

Level of Supervision

- Once trained, volunteers must be able to work with minimal supervision, yet must recognize limitations of knowledge and abilities, and ask for help when needed.
- Should be able to work independently for long periods of time, as well as work within a team atmosphere with other volunteers or staff.

Other

- A fairly high level of experience and familiarity with cats and dogs and their anatomy is desirable. All animal care positions involve some cleaning, and can involve the use of hazardous or toxic chemicals.

****Please reach out to the Volunteer Coordinator to request any reasonable accommodation you may need in order to meet the essential capabilities of your volunteer position at BHS.***

Welcome to the BHS Team!

*****If you are under the age of 18 please print, sign, and have a parent/guardian sign the following form. Give the form to your lead when you show up on-site for your first shadow shift.***

Volunteer Statement of Agreement General Release and Waiver

I am interested in serving as a volunteer for **Butte Humane Society**. I am prepared to receive orientation, training and supervision in order to devote time to this organization. This may include assisting in adoptions of pets through **Butte Humane Society** at local PetSmart stores. I understand that neither **Butte Humane Society** nor PetSmart is responsible for any illness or injury caused by any animals that I come into contact with during my volunteer work. I thereby agree and release, indemnify, and hold harmless Butte Humane Society, PetSmart, and associated Officers, Directors and Agents from any and all claims, damages and liability arising from or related to my activities as a **Butte Humane Society** volunteer. I will hold **Butte Humane Society** harmless if I incur an injury while working as a volunteer.

WHEREAS, the undersigned volunteer (the "Volunteer") realizes that **Butte Humane Society** is a non profit corporation serving animal life in Butte County, CA and;

WHEREAS, major concerns of **Butte Humane Society** include providing non-lethal solutions to companion animal over population;

WHEREAS, it is unfortunate that some of the animals entering **Butte Humane Society** become stressed under a shelter environment and as a result, their behavior is unpredictable;

NOW, THEREFORE in consideration of (i) the foregoing premises, (ii) Volunteer being allowed in **Butte Humane Society** and (iii) **Butte Humane Society** reliance upon the execution of this waiver and release by Volunteer, Volunteer agrees as follows:

1. Volunteer assumes full responsibility for any and all injuries Volunteer may sustain while serving as a volunteer at Butte Humane Society or with respect to **Butte Humane Society** activities away from the shelter and clinic.
2. Volunteer assumes full responsibility for any and all medical costs associated with injuries sustained as a volunteer, whether at or away from **Butte Humane Society**, subject to coverage under any medical insurance carried by Volunteer personally or by Volunteer's employer.
3. Volunteer grants **Butte Humane Society** permission to use their likeness in a photograph and/or video in any and all of its publications, including website entries, without payment or any other consideration. Volunteer understands and agrees that these materials will become the property of **Butte Humane Society** and will not be returned. Volunteer hereby irrevocably authorizes **Butte Humane Society** to edit, alter, copy, exhibit, publish or distribute any photo and/or video for purposes of publicizing **Butte Humane Society's** programs or for any other lawful purpose.
4. Volunteer hereby releases **Butte Humane Society** from any and all claims for personal injuries while a volunteer at Butte Humane Society or while performing volunteer activities regardless of location.

I understand that I may have access to confidential information, including but not limited to donor, volunteer, staff, and animal lists or records. Disclosure of confidential information of **Butte Humane Society** is unacceptable. I understand that this non disclosure applies during and after my volunteer time with **Butte Humane Society**. Any copying, reproducing, or distributing of confidential information is not permissible. Confidential information remains the property of **Butte Humane Society**. Questions concerning whether information is confidential should be directed to the Executive Director.

Print Name: _____

Signature: _____ **Date:** _____

Parent or Guardian Signature: Date: _____ ***If volunteer is under 18 a parent or guardian signature is required.**

For questions and/or concerns please contact the Volunteer Coordinator, Meaghan Johnson
Email: meaghanjohnson@buttehumane.org
Phone: 530.343.7917 ext. 307