



Warehouse Training Manual

Saving Lives.
Finding Homes.
Inspiring Compassion.

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Disclaimer: This manual is subject to change without notice. For the most current information contact the Volunteer Programs Manager at meaghanjohnson@buttehumane.org or 530.343.7917 ext. 109 or contact Cat Adoptions staff (ext. 164) or Clinic Staff (ext. 202).

Welcome

Welcome to the backstage! By this time you have already learned the basic ins and outs of Butte Humane Society and now is your chance to become familiar with how a shelter maintains sanitation and works to prevent the spread of animal illness. This training manual and associated training courses will give you the knowledge and tools you need to help the shelter operate efficiently. As a volunteer, you are committing to helping Butte Humane Society fulfill its mission of saving lives, finding homes, and inspiring compassion. The service you provide our animals is incredibly valuable, and the BHS staff is here to support you every step of the way. If at any point during your service, you have questions, concerns, or suggestions regarding anything, please do not hesitate to contact any of the staff.

Thank you for sharing your time with Butte Humane Society to help the precious animals it cares for. Without the help and support of volunteers like you, we would not be able to provide life-saving care to the animals in our community the way we do. You are much appreciated!

Safety is Key

One should always be cautious when working with chemicals. While volunteering in the warehouse you may come into contact with bleach, accelerated hydrogen peroxide, and other cleaning and sanitation agents. Always use these in small amounts and keep them away from your face and skin. Always wear gloves. Aprons are available upon request. Wear shoes with a good grip as the floors near the sinks are often slippery. **Clean up any spills.**

**A Safety Data Sheet is available in the clinic reception area.*

Cross Contamination

Diseases spread quickly in the shelter environment. It is important to take every precaution to prevent an outbreak of diseases and illnesses such as Calicivirus, ringworm, and upper respiratory infections. The Cross Contamination Protocol is the specific set of steps to abide by to prevent the spread of diseases and other illnesses that could potentially endanger the health of the animals we care for. It must be followed religiously for the safety of our animals. There are instructions posted in the warehouse on specific protocols.

If anything drops on the floor, consider it contaminated and add it to the dirty laundry or dishes bin.

Wear Gloves—Gloves must be worn when touching any used laundry or dishes. There are clean surfaces and contaminated surfaces in the storeroom. You must change gloves between surfaces.

When removing gloves take one off and bundle it in the hand with the glove still on. Carefully reach your ungloved middle and forefinger between your wrist and the glove and wrap the bundled glove while you take the second glove off.



Shadow Shift

First and foremost, sign up for a Shadow Shift on Bloomerang Volunteer. You will meet your Shadow Shift leader when you come in for your shift. During your two-hour Shadow Shift, you will assist a Mentor volunteer or a staff member in completing a whole cycle of laundry and dishes. Once your Shadow Shift is complete, you will be free to volunteer in the warehouse from then on out.

Warehouse

Binder

One of our most seasoned volunteers put together a binder guiding you through all the steps and details of volunteering in the warehouse. You can find it on the folding table. Please refer to the binder if ever you have questions. You can also ask staff if you are ever unsure of how to do something.

Your Shift

Here is a step-by-step list of the typical routine for volunteering at the Warehouse.

1. **Proper attire-** *Always wear your volunteer shirt, jeans, closed-toed shoes, and name tag.*
2. **Sign in** Use your username and password to sign in to the computer in the Volunteer Center. You may also use the Bloomerang Volunteer app on your smart device.
3. **Name tag-** Find your name tag from the name tag box that is in the Volunteer Center next to the computer. Put your name tag in a protective sleeve and affix it to your shirt. The name tags are in alphabetical order by last name.
4. **Get started-** Check to see at which stage of the cycle laundry and dishes are and pick it up from there.
 - Fold and sort laundry.

- Sort toys and supplies.
- Scrape litter boxes.
- If you have time, please sweep the floor in laundry room

5. **Wrap it up** Don't leave any dishes in the sink or clothes in the washing machine (they will mold).

6. **Return your name tag**- Put it and the plastic sleeve back in the name tag box.

7. **Sign out** Use your username and password to sign out.

Laundry

The Bins

All the laundry is sorted into three bins.

1. **Sick room:** these are linens and machine washable items that were used in the sick room. They are kept separate because they came in contact with contagious cats. To reduce the chance of spreading disease and other illnesses, we wash these items separately when possible. However, if there is not enough other laundry to make a full load, it is ok to mix these with other laundry.
2. **Dirty:** This includes all non-sick room laundry. Things to be washed are blankets, towels, pads, soft toys, and more.
3. **Clean:** this bin should never come into contact with anything dirty. If it does, it needs to be sanitized.



The Machines

There are very detailed instructions posted on the machines about how to load and unload the machines according to cross-contamination protocol. Place laundry loosely in the washing machine. Please ensure to only run a load of laundry if the machine is full. Otherwise, leave the door open as a signal to other volunteers and staff to load more dirty laundry in the machine and run once full.

The Color System

As an extra precaution to prevent cross-contamination, certain colored towels, blankets, and pads are used in certain areas of the building. Clean, folded towels and fleece are separated by color. •

Catteries: Blue

- Dry Transition: Green/Fall colors
- Sick Room: Pinks and Reds
- Surgery: All towels but blue.

As surgery, sick, and transition rooms are Staff only areas, those towels can be left on the folding table for staff to put away.

Other Laundry Information

- Put on gloves before starting laundry
- Fabric stuffed toys must be placed in a mesh bag before placing them in the washer.
- Laundry must be completely dry before folding, otherwise, fungus and bacteria will grow.
- Unfold dirty laundry.
- Shake off food, litter, and feces.
- If bedding has caked feces, remove in the mop sink before placing it in the washer with other bedding.
- Litter and food that falls on the floor from bedding can attract bugs and rodents, be sure to clean it up.
- Towels, blankets, and pads are all folded in a particular manner. There is a binder with detailed instructions in the warehouse.

Dishes

The term “dishes” actually refers to all that gets washed in the sink: litter pans, bowls, and plastic toys. Everything must be washed by hand, rinsed, and then placed in bleach water for 10 minutes.

- Put gloves on before handling dirty dishes.
 - There are some surfaces, such as the drying racks and the top of the dishwasher, that are designated as sanitary. Nothing unwashed may touch those surfaces.
 - There are detailed instructions posted on the walls near the dish washing station to help you.

NEVER mix Rescue with bleach. This creates a harmful, potentially deadly gas. If you suspect something has come in contact with Rescue, wash and rinse it well before placing it in the bleach water.