

A.D.O.P.T. PET SHELTER

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Animals Deserving of Proper Treatment

# Volunteer Manual



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420 Industrial Drive  
Naperville, IL 60563  
Phone 630.355.2299 • Fax 630.718.0564



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*A.D.O.P.T. reserves the right to add to, delete from, or modify any portion of this document. Such additions, deletions, or modifications will be effective when approved by A.D.O.P.T. This document is not intended to and does not create contractual obligations for A.D.O.P.T. It is an underlying assumption of this manual that special and unique situations may be resolved through the cooperative efforts of all concerned.*

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# Introduction

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Welcome, New Volunteer!!

Welcome to Animals Deserving of Proper Treatment (A.D.O.P.T.)! The Organization was founded in 1989 by a group of volunteers who felt all animals deserve proper treatment. At that time, A.D.O.P.T. relied solely on a network of foster homes and local boarding facilities. In 2003, through the generosity of our supporters, we were able to open our current shelter facility. Volunteers continue to remain the core of A.D.O.P.T. We thank you for volunteering your time and talents with our shelter.

Being a volunteer is extremely rewarding, educational, exciting and fun. You can have a huge impact on the lives of homeless animals. A purr from a shelter cat or a wagging tail from a homeless dog will touch your heart and bring you back for more. It is a rewarding experience knowing that YOU can make a difference in the lives of these animals.

Because of volunteers like you, the animals are provided the highest level of care as they make the journey toward their forever home. Whether your talent is stuffing envelopes, cuddling with the cats, walking dogs, fundraising, landscaping, working on special projects, or contributing in a myriad of other volunteer roles, you are making a positive contribution and difference in the lives of the animals in our care. You also can become an advocate in your community to educate your friends and family on issues that affect the lives of shelter animals everywhere.

Again, thank you for your interest and for your concern for the animals. Tails are wagging and cats are purring in anticipation of meeting a new friend!!

## **Mission**

A.D.O.P.T.'s mission shall be to improve the quality of life of animals and to place them into loving & permanent homes through rescue, extraordinary & compassionate care and humane education.

## **Vision**

A.D.O.P.T. envisions a community where every pet has a permanent and loving home, every companion animal is spayed or neutered, and all pets are treated with respect and compassion.

## **Values**

### **Intake**

A.D.O.P.T. accepts animals that are adoptable or treatable. Intake consideration is based on space and inventory mix. A.D.O.P.T. accepts animals primarily from the local community with additional support to rescue efforts outside our local area when deemed appropriate.

### **Return**

A.D.O.P.T. will make every reasonable effort to accept adoptable or treatable animals back into our program

### **Adoption**

A.D.O.P.T. will make a sincere effort to match each animal with a suitable, loving and permanent home.

### **Quality of Life**

A.D.O.P.T. is a no-kill shelter. A.D.O.P.T. will provide a level of care that is consistent with what is found in a loving home environment. Exceptions may be made for animals irreparably suffering due to injury or illness or animals with behavior issues. A.D.O.P.T. is also committed to assisting special needs animals.

### **Education**

A.D.O.P.T. is committed to keeping current on animal welfare practices and educating the community on responsible pet ownership and animal welfare issues.

### **Customer Care**

A.D.O.P.T. is committed to treating each and every client in a respectful and professional manner in order to ensure that they have a positive experience, making every effort to exceed their expectations.

### **Fiscal Responsibility**

A.D.O.P.T. is committed to managing our financial resources responsibly and diligently by utilizing sound business practices

### **Public Relations**

A.D.O.P.T. is committed to creating and maintaining a positive and professional image in our community by acting as responsible advocate for those animals we represent.

### **Employees/Volunteers**

A.D.O.P.T. recognizes the value of each employee, volunteer, and partner contributing to the professional and humane treatment of animals in an atmosphere built on trust and respect for one another.

## Becoming a Volunteer

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A volunteer is anyone who, without compensation or expectation of compensation beyond authorized reimbursement, performs a task on behalf of A.D.O.P.T. Unless specifically stated, volunteers shall not be considered as employees of A.D.O.P.T. All volunteer participation is at the sole discretion of A.D.O.P.T.

### Requirements:

- Be at least 18 years of age
- Complete the Volunteer Application and Waivers
- Attend a Volunteer Orientation
- Read, acknowledge and adhere to the guidelines included in this manual

# Guidelines for Volunteering

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Guidelines for Volunteering include, but are not limited to, the following:

## **Animal Treatment**

Always treat the animals with respect and kindness. Your actions will directly impact the animals' ability to adapt and flourish in our environment. With positive interactions, the animals will find their forever homes more quickly.

- Report any animal injuries, illness or behavior concerns to a staff member.
- Do not handle any animal that makes you feel uncomfortable. Do not put the animal, yourself or others at risk.
- Follow all posted instruction in animal care areas.

## **Workplace Atmosphere**

A.D.O.P.T.'s goal is to provide equal opportunity for all volunteers. This includes an atmosphere free from harassment and discrimination toward fellow volunteers, staff, visitors or clients.

- Provide equal opportunity for all qualified individuals regardless of race, color, religion, national origin, sex, disability, age, military status, sexual orientation and any other classification protected by law.
- Prohibit discrimination and harassment because of race, color, religion, national origin, sex, disability, age, military status, sexual orientation and any other classification protected by law.
- Prohibit retaliation, intimidation, harassment, threats, coercion, and discrimination towards any individual who files a complaint in good faith under this guideline or the law, opposes any act or practice which is a violation of this guideline or the law, exercises his/her rights under this guideline or the law or participates in good faith in any company or government investigation of any complaint filed under this guideline or the law.
- Make reasonable efforts to accommodate the needs of qualified individuals with disabilities and individuals' religious practices and observances to the extent required by law.

## **Safety**

Safety is important to all of us. Volunteers should conduct themselves in a way that promotes the safety of themselves, other volunteers, clients and our animals. Volunteers should never put themselves into a situation that makes them fearful or uncomfortable. If you feel uncomfortable with a cat's or dog's behavior, please notify a staff member or your shift manager immediately and do not handle the animal.

- Report actual or potential safety issues to the Director of Operations, a staff member, or shift manager in accordance with the posted procedures.
- Follow evacuation procedures.
- Do not enter any unauthorized areas such as quarantine rooms, ISO rooms, and other limited-access areas without staff or Shift Manager approval.
- Report any injury to animals or volunteer/staff immediately to the Director of Operations, a staff member or your Shift Manager. Concealing injuries may be grounds for dismissal. Please follow the proper incident reporting process as documented in the Operational Procedures.
- Do not handle animals that make you feel uncomfortable. Safety is of utmost importance to you and the animal. An adverse response of the animal caused by a well-meaning volunteer could jeopardize the animal's future.
- Follow all procedures presented in your training or posted in the shelter.
- Do not intermingle or move animals without approval of an appropriate staff member.
- Protect your personal property. Many people come in and out of the shelter; it is recommended that you leave valuables at home or locked in your car.
- Do not use your cell phone while handling animals.
- Wash hands frequently and handle animals in accordance with the proper procedures. There are several zoonotic diseases (diseases that can be passed to human from animal) that could be present.
- When working in animal care areas, it is recommended that you wear shoes designated for shelter use. It is also recommended that you change your clothes before interacting with your own pets to prevent the spread of potential disease.
- It is recommended that animals owned by volunteers be kept up-to-date on routine vaccinations.

## **Drug and Alcohol**

A.D.O.P.T. has significant interest in promoting a safe and productive atmosphere. This means the influence of illegal drugs on A.D.O.P.T. premises or while conducting A.D.O.P.T. business is prohibited. Consumption of alcoholic beverages while on A.D.O.P.T. premises is also prohibited unless authorized by the Board of Directors. Under no circumstances will intoxication be tolerated while on A.D.O.P.T. premises or conducting A.D.O.P.T. business.

## **Smoking**

A.D.O.P.T. complies with all State of Illinois laws governing public smoking areas.

## **Conduct**

As a volunteer representing A.D.O.P.T., your conduct and interactions with staff, volunteers and the public is expected to always be professional and courteous. Keep in mind that as a shelter volunteer you may be the first contact that many people have with A.D.O.P.T. It is important that visitors are treated politely and have a positive experience with the organization.

- Read and abide by the all communication, bulletin boards, signs and verbal directions.
- Take volunteer commitments seriously. Our animals are counting on you.
- Learn and take direction from Staff, Shift Manager and experienced volunteers.
- Suggestions for improvements are welcome and should be submitted to the staff.
- Be courteous, considerate and prompt in dealing with the public, other volunteers and staff.
- Ask staff or Shift Manager for assistance with any questions for which you are not absolutely certain of the answer.
- Theft of any A.D.O.P.T. property is cause for immediate dismissal from the volunteer program.
- No volunteer shall make statements to the media that may be seen as representative of the opinions and policies of A.D.O.P.T. unless authorized to do so by the Management Team or Board of Directors.
- Contact the Director of Operations or a Shift Manager with any concerns or questions about A.D.O.P.T. procedures, communications or volunteer responsibilities.

## **Confidentiality**

As a volunteer, you may have access to personal information. All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that involves Board of Directors, staff, other volunteers, clients, donors, sponsors, and/or the overall business of A.D.O.P.T.

## **Attendance**

Without the help of volunteers, A.D.O.P.T. would not be able to provide care for the animals who reside with us. Because we rely so heavily on this support, volunteers are asked to sign up for and commit to a routine schedule.

- Sign in and out utilizing the Volunteer Sign-In Log located at the front desk, including any off-site service hours.
- Wear your nametag when volunteering at the shelter or an off-site event.

- Promptly notify staff (Daytime volunteer) or Shift Manager (Weekend/Evening volunteer) of any change in, or discontinuation of, your volunteer commitment. Please provide as much advance notice as possible. You may use [shiftmanagers@adoptpetshelter.org](mailto:shiftmanagers@adoptpetshelter.org) for e-mail notification, or call the shelter at (630)355-2299.

## **Membership**

A.D.O.P.T. encourages all volunteers to become Members and participate in Membership activities. Membership meetings are held the third Thursday of each month, unless notified otherwise.

## **Dress Code**

Your attire plays an important role in creating a safe and professional atmosphere. Exceptions will be made based on conventional religious belief or medical reasons. Volunteers who dress inappropriately will be asked to leave.

- Wear comfortable clothes. Accept that these clothes may be damaged while volunteering. A.D.O.P.T. encourages all volunteers to wear attire with the A.D.O.P.T. logo.
- Wear closed-toed and non-slip shoes for your safety when interacting with animals and/or in animal care areas.
- Wear name tag while representing A.D.O.P.T.
- Conceal undergarments.
- Cover all inappropriate tattoos.
- Refrain from wearing revealing clothing or clothing containing profanity, or inappropriate pictures.
- Refrain from wearing dangling jewelry for safety reasons.
- Long pants are preferred. Should a dog nip or a cat scratch at your legs, long pants will provide protection.

## **Termination**

A.D.O.P.T. may withdraw volunteer privileges at any time at the discretion of the Director of Operations or their designate.

Possible grounds for immediate dismissal may include, but are not limited to, gross misconduct or insubordination, being under the influence of drugs or alcohol, theft or misuse of A.D.O.P.T. equipment or materials, abuse or mistreatment of clients, co-workers, volunteers or animals, or failure to abide by A.D.O.P.T. policies and procedures.

## Contacts

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**Operations Director:**

Rich Glessner

[Rich@adoptpetshelter.org](mailto:Rich@adoptpetshelter.org)

Phone extension: 222

**Medical Services Coordinator:**

Chris Stirn

[Chris@adoptpetshelter.org](mailto:Chris@adoptpetshelter.org)

Phone extension: 230

**Shift Managers:**

[ShiftManagers@adoptpetshelter.org](mailto:ShiftManagers@adoptpetshelter.org)

**Dog Questions:**

[DogQuestions@adoptpetshelter.org](mailto:DogQuestions@adoptpetshelter.org)

**Humane Education:**

Donna Picard

[donnarpicard@sbcglobal.net](mailto:donnarpicard@sbcglobal.net)

**Foster Care Coordinators:**

Cats – Chris Blind

[Christine@adoptpetshelter.org](mailto:Christine@adoptpetshelter.org)

Dogs – Laura Vivas

[DogQuestions@adoptpetshelter.org](mailto:DogQuestions@adoptpetshelter.org)

**Off-Site Activities:**

Sharon Greiner

[srgreiner@comcast.net](mailto:srgreiner@comcast.net)

**Volunteer Orientations:**

Diane Ernst

[adoptvolunteer@adoptpetshelter.org](mailto:adoptvolunteer@adoptpetshelter.org)

**Animal Care Supervisor:**

Karen Pentimone

[Karen@adoptpetshelter.org](mailto:Karen@adoptpetshelter.org)

Phone extension: 228

**Events Coordinator:**

[events@adoptpetshelter.org](mailto:events@adoptpetshelter.org)

**Cat Questions:**

[CatQuestions@adoptpetshelter.org](mailto:CatQuestions@adoptpetshelter.org)

**Marketing & Public Relations:**

Bill Froese

[bill@adoptpetshelter.org](mailto:bill@adoptpetshelter.org)

**Website & Social Media:**

Chris Blind

[Christine@adoptpetshelter.org](mailto:Christine@adoptpetshelter.org)

Janet Potts

[navoff@earthlink.net](mailto:navoff@earthlink.net)

**Grants:**

Chris Blind

[Christine@adoptpetshelter.org](mailto:Christine@adoptpetshelter.org)

**Fundraising:**

Sandy Boston

[Sandy@adoptpetshelter.org](mailto:Sandy@adoptpetshelter.org)

# Waivers

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These waivers are included on the volunteer application where each waiver is acknowledged & signed by the volunteer.

## **Euthanasia**

A.D.O.P.T. is a no-kill organization. However, at times, an animal must be humanely euthanized due to its obvious suffering, or if an animal is so aggressive as to put A.D.O.P.T. staff and volunteers in significant danger. No animal is ever euthanized due to space or time considerations.

## **Property**

Anything donated on behalf of A.D.O.P.T. becomes the property of A.D.O.P.T. No compensation should be expected.

## **Injury & Illness**

Working with animals may be dangerous and lead to serious injury, illness, or even death. As a volunteer you understand and agree to personally assume any and all of the liability and risk associated with volunteering for A.D.O.P.T. Further, each volunteer agrees to hold harmless A.D.O.P.T., its directors, officers, agents, employees and other volunteers from any responsibility or liability for any and all illness, injuries, or death which may occur as direct or proximate result of their involvement with A.D.O.P.T.

## **Tetanus Shot**

A volunteer must be current on their tetanus shot. Alternatively, the volunteer acknowledges that failure to acquire and remain current on a Tetanus vaccination may put the volunteer at risk and hereby agrees to hold harmless A.D.O.P.T., its directors, officers, agents, employees and volunteers from any responsibility or liability for any and all illness, injuries, or death as a result.

## Volunteer Rules of Conduct

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As a volunteer, I am expected to:

- Attend the volunteer orientation.
- Attend training classes when appropriate.
- Be able to read/write English or be accompanied at all times with someone who is.
- Conduct myself in a professional manner at all times when involved in shelter activities.
- Perform my tasks under the guidelines established within the job description for that task.
- Report any abusive behavior in the shelter to the appropriate staff person.
- Adhere to all established policies and procedures including those within this volunteer manual.
- Wear a volunteer badge at all times when working at the shelter or shelter activities.

As a volunteer, I understand and agree that:

- I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits.
- Using or being under the influence of alcohol or drugs is prohibited while volunteering.
- Staff members may not be contacted at their homes unless otherwise directed to do so by that staff member.
- Verbal or physical abuse to shelter volunteers or staff will not be tolerated.
- My volunteer involvement may be terminated if I do not meet my commitment in an appropriate manner, or otherwise fail to adhere to the guidelines outlined in this volunteer manual.

I have received & read the volunteer manual. I understand that as a volunteer I am responsible for understanding and abiding by the information contained within the volunteer manual and any subsequent manual.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_