

Volunteer Manual



Volunteers are
the lifeblood of our organization.





Dear Volunteer,

Welcome and thank you for choosing Animal Humane for your volunteer service. We share a dedication for helping homeless pets. Together we will strive to provide the best care and services for the thousands of pets that pass through our doors. Your time, energy and compassion are essential in delivering on that promise.

We have learned that providing a thorough training curriculum makes for a safer, more fulfilling experience for our volunteers. The better your skills, the more help you are in providing a positive stay and future homes for the pets we all serve. Our volunteers have told us the training courses have been invaluable in equipping them for this important work. We hope you will find it equally as valuable.

Every volunteer hour you spend with us helps a pet in some way – whether it is helping a pet recover from anesthesia in the clinic, sorting or selling Thrift store items, answering the telephone or stuffing envelopes, teaching a dog to “Wait” before going through doors and gates, or grooming a cat so it looks its best. Animal Humane cannot provide this level of care or these varied services without your help. We are very thankful and grateful for your commitment to this mission and these deserving pets. I hope you find your volunteer time here rewarding and fulfilling.

Sincerely,

A handwritten signature in black ink that reads "Peggy Weigle".

Peggy Weigle
Executive Director

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Welcome new volunteers! Thank you for choosing Animal Humane | New Mexico for your volunteer service. We hope that you will find volunteering with us a rewarding and enjoyable experience. Here you will find many volunteers and staff who share your love of animals and want to use their enthusiasm and talents to help homeless pets gain new forever homes.

This manual is designed to inform you about Animal Humane's programs and services and introduce you to our most important policies and protocols.

Please bring the manual with you to Orientation and keep your copy handy, as it will answer many questions you may have as you begin volunteering at our campus.

MISSION STATEMENT

The mission of the Animal Humane | New Mexico is to improve the lives of companion animals through:

Sheltering
Adoption
Community education
Low-cost veterinary services for families in need
and
Programs that reduce pet overpopulation.

Volunteers assist Animal Humane in carrying out its mission and in spreading the message about our mission in the community.

HIGHLIGHTS FROM OUR HISTORY

Animal Humane was founded by Thelma and Colonel Edmond Evans on September 1, 1965 and was originally called the Anti-Cruelty Federation. A few years later it was renamed Animal Humane Association of New Mexico. This is still our legal name, but today we are known simply as Animal Humane | New Mexico.

In 1968 the property at 615 Virginia St. SE was purchased. Originally most of our activities and operations were located in what is now the Administration Building.

Charlie Black, a small black Chihuahua who was rescued and delivered to Animal Humane, became our first mascot.

Animal Humane is a private not for profit corporation. It is not affiliated with any other humane association or organization, and is a wholly separate entity from the City of Albuquerque Animal Welfare Department.

Over the years, Animal Humane has become synonymous with compassionate animal care and its progressive programs and services have made it a leader in the animal welfare community

2009 STATISTICS

Pets Received by Animal Humane – 4,828

Pets Adopted, Transferred or Returned to Owners – 3,919

Animals Euthanized – 644*

Pets Spayed/Neutered– 8,796

Vet Procedures for Low Income Clients – 6,893

Animals in Foster Care – over 1,000 puppies and kittens

Pets in Emergency Shelter – 51

Animals Reunited with Owners through Lost and Found Program – 148

*Of the animals euthanized, 98.5% had serious medical problems or had behavior issues such as aggression or extreme fear. Approximately 1.5% were healthy, adoptable pets who were euthanized for space. See the discussion of euthanasia philosophy below.

ANIMAL HUMANE PROGRAMS AND SERVICES

SAFER Testing –Pets entering Animal Humane are behavior tested. Animals exhibiting serious aggression are not accepted.

Meet-Your-Match Adoption Program - This program helps customers seeking to adopt a dog find a companion with an energy level and learning style which will complement the adopter's lifestyle. All canine residents are given a "Caninality" test. They are then assigned a color: GREEN is for high energy dogs, ORANGE is for dogs with moderate energy, and PURPLE is for calm, lower energy dogs. Their learning styles are also assessed. Customers seeking to adopt a dog must complete a survey. Scores from the survey determine if the potential adopter would be most successful with a green, orange or purple dog.

Adoption Counseling – Adoption advisors spend significant time with each adopting customer to ensure that the pet they choose to adopt will graduate

to the best possible forever home and that the adopter has complete information about his or her new companion.

Behavior Helpline - Because Animal Humane wants to help owners keep their pets and enjoy a satisfying relationship, we offer no cost telephone consultations with a certified behavior coach for any dog or cat parent who is experiencing behavior problems with his or her pet, regardless of whether the pet was adopted from Animal Humane. The telephone number for this service is (505) 938-7900.

Behavior Rehabilitation – Dogs and cats which have behavior issues such as food bowl aggression, resource guarding or under-socialization are placed in remedial programs to help them overcome these issues so they can be successful family members in their new homes.

Low-Income Veterinary Clinic - Animal Humane has the only full-service low-cost veterinary clinic in the state of New Mexico which is dedicated to serving low income clients whose pets are in need of urgent, emergency or critical care. Clients must establish income qualification and must agree to spay or neuter their pets in order for them to be treated in the clinic. Animal Humane also provides sterilization and other services for feral cats.

Emergency Sheltering – When pet owners find themselves unable to care for their pets due to circumstances such as domestic violence in the home, or an owner who is suffering from cancer, Animal Humane will care for these pets for a reasonable period of time to enable the owners to get back on their feet.

Pet Food Bank - Animal Humane coordinates the distribution of donated pet food to rescue groups statewide and to individual pet owners in need of temporary assistance. We also partner with the City of Albuquerque Department of Senior Affairs to distribute pet food to homebound seniors. The program ensures that seniors can provide nutritional meals to their companion pets at no additional cost to their food budget.

Lost and Found – Animal Humane staff and volunteers work diligently to reunite pet residents which are strays with owners who advertise or report that their pets are missing.

Obedience classes – Affordable, reward-based dog training classes are offered to the public, including Puppy Pre-school, Middle School Manners and Civilized Canine.

PRINCIPAL OPERATING POLICIES

Limited Admission Policy - Animal Humane is a limited admission campus, meaning that we accept all (non-aggressive) dogs and cats brought to our facility even if all doggie dorms and cat condos are full. However, we accept intakes only between the hours of 10:00am and 4:00pm Mondays-Saturdays.

No Hold Policy - Potential adopters are not permitted to "reserve" or place holds on pet residents, except for the limited purposes of bringing family members to approve the adoption or bring other dogs owned by the adopter to meet the pet to be adopted. There is a \$25.00 non-refundable fee for these holds (which may be applied to the adoption fee) and the holds are time limited.

Meet and Greet Required - All dogs owned by a potential adopter must be brought to the campus or mobile adoption location to meet the Animal Humane dog resident to be adopted and the meeting must be amicable and approved by an Adoption Advisor or Behavior Coach before the adoption can be finalized.

Pets for People - Adopters 60 years of age and older may adopt pets over the age of 2 years at reduced prices: Dogs and Cats 3-4 years old, including purebreds and highly adoptables are \$40.00, and pets over the age of 5 are FREE! There is a limit of one pet per household per year under this program.

Disqualifying Circumstances and Conditions - Animal Humane tries to work with adopters to place pets in their homes whenever possible. However, there are certain conditions which could result in the refusal of an adoption. These include, but are not limited to the following:

1. When a cat will live outside and not restrained to the owner's property.
2. When a dog will be used as a guard dog.
3. When a dog will live outside for the majority of the day without adequate provision for water or protection from extreme heat or cold.
4. When the potential adopter leases his home and the landlord has not approved the adoption.

5. When the potential adopter resides in a subdivision or at Kirtland Air Force Base and the adopter wishes to adopt a breed forbidden by homeowner association or base restrictions.
6. When the potential adopter has been convicted of animal abuse or neglect, and/or his or her pet has been confiscated by the City's Animal Control Department, or they have surrendered a pet within the last 12 months.
7. When the potential adopter resides in the city of Albuquerque and already owns the maximum number of animals permitted under the city's Heart Ordinance, and does not have a multiple animal permit issued by the city.

Mandatory Spay/Neuter /Vaccines and Microchip – Every Animal Humane pet resident must be spayed or neutered, vaccinated and microchipped prior to adoption.

Philosophy on Euthanasia – Because too many owners do not take responsibility to spay and neuter pets, there are currently more pets available for adoption than there are homes for them. Thus, euthanasia is a sad reality of shelter life. However, at Animal Humane we are committed to keeping the number of animals who must be euthanized as low as possible. The goal in 2010 is zero euthanasias of healthy adoptable pets. Since 2006 the number of euthanasias at our facility has declined by 55%.

Because we are a limited admission shelter and have little control over the number of animals which will be surrendered, and because we try to keep our pet population at approximately 85% of cage capacity in order for the animals to remain healthy, we do, from time to time, have to euthanize. The order of priority for selection is: 1. Medical 2. Behavior 3. Space. We have a well-defined process that insures that every animal is fairly reviewed and humanely treated. All animals euthanized are cremated and their ashes distributed in a respectful manner.

Volunteers can help keep the number of euthanasias for space low by fostering, actively marketing our pets to the adopting public and encouraging friends and family to adopt from a shelter, rather than from a pet store or breeder.

Locations – Animal Humane's Main campus is located at 615 Virginia St. SE, Albuquerque, NM 87108. In January, 2010 Animal Humane opened a new Adoption Center at 9132 Montgomery Blvd. NE which has 20 pets for adoption as well as pet supplies and products for sale.

DAYS AND HOURS OF OPERATION

Animal Humane is open to the public seven days a week, except for the following holidays: New Year's Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving and Christmas. Volunteers are invited to assist with animal care, walking dogs and socializing cats on those holidays during such hours as are specifically authorized by the Animal Care Department.

Hours of Operation:

Main Campus

Administration, Monday – Friday, 8:00am to 5:00pm

Adoptions, 7 days a week, 10:00am to 6:00pm

Veterinary Clinic, Monday – Thursday, 7:00am to 5:00pm (closed to the public Friday - Sunday)

Super Thrift Store – 7 days a week, 10:00am to 6:00pm

PLEASE NOTE: The Main Campus Adoptions Department and the Clinic are closed for lunch between 12:00 and 1:00pm, Monday – Friday.

Montgomery Adoption Center, 7 days a week, 10:00am to 6:00pm

Volunteers will be scheduled to work between 10:00am and 6:00pm daily, except for first shift Animal Care volunteers who will begin work at 7:00am, and Dog Walkers who may begin walking dogs during the hot summer months at 9:00am.

If you are scheduled to work before the hour we open to the public, please enter the campus through the gate on the south side of the parking lot between Thrift and Adoptions.

STAFF SUPERVISORS - CONTACT INFORMATION

Volunteers who are unable to report for their scheduled shift should notify their department supervisor. E-mail contact is preferred.

At Animal Humane, all employees' email addresses are as follows: firstname+first letter of last name@AnimalHumaneNM.org. For example: Jaclyn Sinclair's email is: jaclyns@AnimalHumaneNM.org. If email is not available, please leave a message at the appropriate number below.

Administration

Development, Donna Stumpf, 410-9889

Marketing, Lindsay Lancaster, 980-1767

Reception, Shannon O'Keefe, 203-1381
Special Events, Bree Ortiz, 259-6949
Volunteers and Community Outreach, Jaclyn Sinclair, 205-0812

Adoptions –

Robert Kranc, Program Manager 659-6611 (Wednesday – Sunday)
Megan Barber, Adoptions Lead 250-6392 (Monday and Tuesday)

Animal Care – Supervisors

A Shift - Armando Vargas, 489-1251
B Shift - Yuri Pryor, 280-9598

Behavior and Training

Susan Reaber, Behavior Specialist, 991-4913 (Monday – Thursday)
Lyndsay Johnston, Assistant Behavior Specialist, 206-1646 (Tuesday-
Saturday)

Veterinary Clinic

Kathy Pierce, Clinic Manager, 255-5523, ext. 133

Super Thrift Shop

Gary Weddle, Retail Operations Mgr., 991-4261
Tony Frelund, Asst. Retail Operations Mgr. (weekends) 255-5523,
ext. 103

An organization chart illustrating the reporting relationships of Animal Humane management and supervisory staff is included in Appendix A-1.

VOLUNTEER RIGHTS, RESPONSIBILITIES AND REWARDS

Volunteer Contractual Agreements - All Volunteer applicants must sign three agreements, copies of which appear in Appendix A-2:

1. **Volunteer Agreement, Waiver and Release Form** - In this agreement, volunteers commit to honor and comply with general volunteer duties. In the Waiver and Release, volunteers agree to assume the risk that accidents or hazards could result from working at our campus and they release Animal Humane from liability for any injuries or damage they may sustain. They also agree that photographs taken while volunteering may be used for public relations purposes.

2. **Volunteer Emergency Contact Information** - In this contract, volunteers provide the name and contact information for the person(s) whom they would like to have contacted in the event of accident or injury. They also give consent to emergency room treatment if needed.

3. **Volunteer Non-Disclosure Agreement** - Volunteers agree not to disclose any confidential information or documents about Animal Humane which they may have learned of or had access to through volunteering. Such information could include personal information about our adopters, clinic clients, staff or volunteers; or Animal Humane's proprietary business information.

Background Check - All volunteer applicants must successfully pass a background check prior to volunteering.

Volunteer Position Descriptions - Volunteers work in the following departments: Adoptions (Main Campus and Montgomery Adoption Center), Animal Care, Administration, Development, Clinic, Retail and Special Events. Brief position descriptions of the volunteer jobs in each department are provided in Appendix A-3. A detailed description of your position can be obtained from the Volunteer Services office.

Volunteer Hours and Scheduling - Volunteers are requested to log a minimum of eight hours per month for a period of at least six months. You will be scheduled for a specific shift, generally two hours, to insure that there is volunteer coverage in all departments as needed throughout the week. Shift times are arranged in the department where the volunteer will be working, except that Animal Care, Dog Walkers and Cat Socializers are scheduled in the Volunteer Services office. When shift times are vacated, volunteers may apply to be rescheduled for an open shift. However, veteran volunteers will be given preference in scheduling.

If you are unable to work your scheduled shift, your department supervisor should be notified as soon as possible. More than two unexplained absences will result in removal from the schedule.

Signing In - Each department will maintain a sign in book or sheet. Volunteers should record the total number of hours they have worked (rounded to the nearest quarter hour) each time they complete a shift.

Compliance with Rules and Procedures - Volunteers are expected to comply with all health and safety protocols, as well as rules and procedures applicable to their volunteer positions, and to follow instructions from staff and senior volunteers.

Media -Volunteers should **never** respond to requests by reporters for information about Animal Humane. If approached by someone from the media, please direct that individual to our Marketing Department.

When you do not know - Many times volunteers are asked questions about our pet residents, our operations and our policies by our customers. If you do not know the answer or the answer would require you to divulge confidential information, please find a staff member in your department to handle the situation.

Accidents and Injuries - In the event a volunteer is bitten or scratched by an animal or suffers other injury, an accident report form must be completed and turned in to the Volunteer Services Manager. Wounds should be thoroughly cleaned with hydrogen peroxide, treated with an antibiotic cream and covered, except for puncture wounds. First aid supplies are available in the Volunteer Services Office and in the Clinic. See a physician for follow up (except for very minor wounds) and be sure your tetanus vaccination is up to date.

Training - After attending the Orientation program, including Safe Animal Handling, all new volunteers will be referred to the department where they will be working for specific training and scheduling.

Volunteer Positions Involving Animal Handling - Volunteer positions which require animal handling (all dog walker, cat socializer and Adoption Assistant positions other than Reception desk) must complete the Training courses, hour, and mentor requirements set forth in the narrative description and flow chart appearing in Appendix A- 4.

A schedule of training classes can be accessed from the Animal Humane website, www.animalhumanenm.org. Look for the link entitled "Volunteer/Mobile Training Calendar". The user name is "volunteer"; the password will be given to you during Orientation. Volunteers may register for those classes on line or in the Volunteer Manager's Office. Please do not sign up until you have completed the prerequisites for the training.

New Volunteer Training Teams - New volunteers in animal handling will be assigned to a team consisting of not more than five new volunteers. Each team will be managed by a veteran volunteer who will be the new volunteers' contact person and mentor throughout the training process. Once the training is completed for the volunteer's position, it is expected that the new volunteer will make him or herself available to manage a new team of incoming volunteers.

General Rules for Animal Handling Volunteers

1. Please do not invite friends, children or other family members to assist you when you volunteer. Only trained volunteers are permitted to handle our pet residents.
2. Wash your hands between handling each animal and use the footbaths in the kennels.
3. Do not talk on a cell phone or text when you are interacting with our pets. The animals require your complete attention.
4. Do not allow campus pets to interact with each other unless they are kenneled together in the doggie dorms or cat house, or are in an approved play group. Canine residents should not be permitted to meet each other through a fence.
5. Do not use a choke chain or pronged collar on a pet resident and do not ever kick, hit, yell or "pop" a leash to correct a pet's behavior. Never force a dog into a submissive posture in an effort to establish dominance. Animal Humane uses only positive reinforcement methods for training.
6. Do not share equipment, toys, brushes or bowls among several pets.
7. Report any signs of illness (sneezing, coughing, weepy eyes, vomiting, diarrhea) on the Vet Check clipboards located in the kennels and cattery.
8. If you are walking or exercising a dog, you are responsible for picking up and disposing of its feces. Please note the many pet waste stations located around our campus.

Zoonotic Diseases -Zoonotic diseases are diseases which are transmissible from animals to humans. Some of the zoonotic diseases that can be found in a shelter environment include: Rabies, Toxoplasmosis, Ringworm, Leptospirosis (Weil's Disease), and Lyme Disease. For a complete list, contact your physician. The most effective means of preventing zoonosis is to stay current on your vaccinations such as tetanus and to follow health protocols at our campus such as washing hands frequently; wearing gloves when changing litter pans, washing food and water dishes, cleaning up feces, urine or vomit, and disinfecting scratches and bite wounds as indicated above.

All volunteers should make sure that their personal pets are up-to-date on their vaccinations. As an additional protection, change clothes and shoes after volunteering at our campus and before socializing with your pets at home.

Appropriate Attire – All volunteers must wear their name badge and should wear their volunteer T-Shirt or other attire displaying Animal Humane’s logo. Our staff and the adopting public need to be able to identify you as a volunteer. Long pants or capris and closed toe shoes are required when working with the animals. Jewelry, especially hoops, dangling earrings and necklaces are not recommended.

Personal Belongings - Lockers are available for your personal belongings in the restroom of the Learning Center. Volunteers must bring their own locks. Purses, laptops, cell phones and other valuables should be locked in a locker while volunteering and not left in a vehicle or in plain view around the campus.

Eating and Smoking Areas - Volunteers may store lunch or a drink in the refrigerator in the Break Room which is located in the Administration Building. Please eat in the break room and not near our pets. A smoking area is located at the back of the campus in the covered area next to the north kennel. Please use the ashtrays and waste cans provided.

Alcohol and Drug Use - Volunteers under the influence of alcohol or drugs will not be permitted on the Animal Humane campus and will be subject to disciplinary action.

Parking - Volunteers may park in the lot between Super Thrift and the main campus or the dirt parking lot behind the Maintenance trailer. If there is no space available, park on the east side of Virginia Street, leaving the closest and most convenient parking for our customers.

Volunteer Privileges and Rewards

Once new volunteers complete Orientation and begin training and work in their departments, they become “Active” volunteers.

Privileges of active volunteers include:

1. Regular communications or e-mail about news, events and changes in policy or procedure at Animal Humane
2. A monthly volunteer newsletter
3. Quarterly volunteer meetings and social events
3. Quarterly awards for outstanding volunteer service
4. An annual Appreciation and Recognition event

After an active volunteer logs 24 hours, he or she will be entitled to the following rewards:

1. A volunteer T-Shirt
2. A 50% discount on Super Thrift merchandise provided, the selected item has been on the floor a minimum of three days.
3. A 50% discount on Adoption fees, except "highly adoptables".
4. The opportunity to have their personal pets seen in the Animal Humane Clinic and be charged the same fees as low income clients **provided**, the volunteer remains in good standing by volunteering a minimum of eight hours per month.
5. The ongoing respect, support and appreciation of Animal Humane staff for all that you contribute to our organization!

Concerns and Grievances - Volunteers who have concerns or grievances about conditions in their work area or their treatment by staff or other volunteers should report these issues to their department volunteer supervisor, preferably in a written, signed document. All concerns and grievances will be investigated and the results of the investigation will be shared with the volunteer. If the issue is one which you are not comfortable discussing with your supervisor, or if you do not feel satisfied with the outcome of the investigation, you may report your concern directly to the Volunteer Services Manager. If the issue is still not resolved to your satisfaction, you may address your concern with the Executive Director, Peggy Weigle.

Disciplinary Action - Volunteers who fail to comply with Animal Humane policies and procedures, who are dishonest or engage in criminal activity while volunteering, or whose performance in their job is not satisfactory will be subject to disciplinary action which could include some or all of the following: counseling, additional training or mentoring, reassignment to a different job or department, suspension or termination.

Non-Discrimination Policy (including sexual harassment) - It is the policy of Animal Humane | New Mexico to ensure that all people who enter our campus are treated equally and respectfully, without regard to their race, color, religion, age, sex, physical or mental disability, national origin or any similar status. Animal Humane forbids the use of racial or ethnic slurring or harassment of any type including sexual harassment. Volunteers are subject to the same policies regarding discrimination and harassment as Animal Humane employees. Copies of these policies are included in Appendix A -5.

Exit Interview - In the event you are unable to continue volunteering, please make an appointment with the Volunteer Services Manager so that we can thank you for your service and conduct a brief exit interview before your departure. The information you provide about your volunteer experience will help us to continue improving our volunteer program.

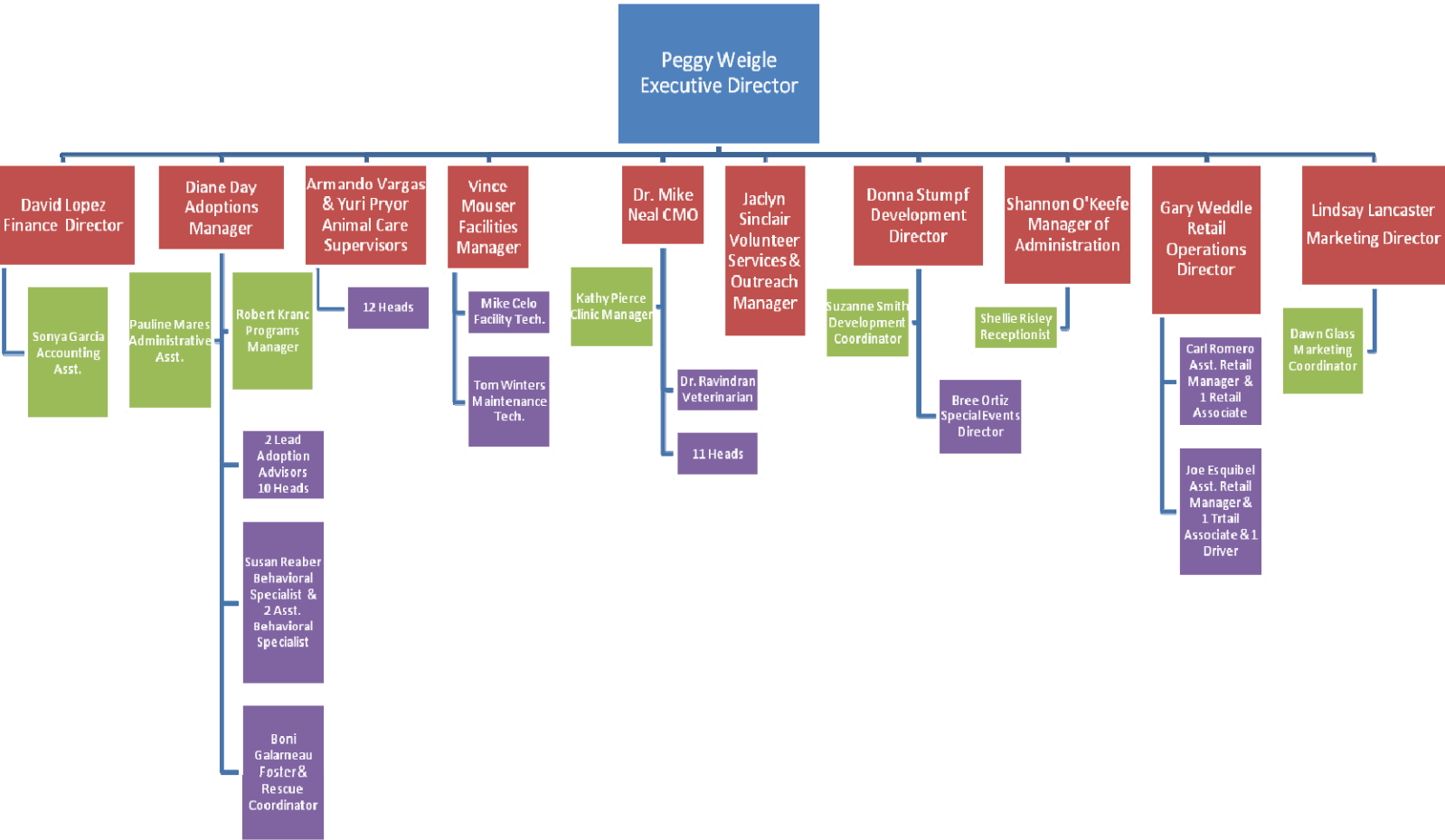
Welcome Aboard!

Thank you for joining our team!

APPENDIX

- A-1 Animal Humane Organizational Chart
- A-2 Volunteer Contracts
 - Volunteer Agreement and Waiver
 - Emergency Contact Form
 - Non-Disclosure Agreement
- A-3 Volunteer Position Descriptions
 - Administration
 - Reception Assistant
 - Animal Handler for Media Appearances
 - Volunteer Services Assistant
 - Outreach Team Volunteer
 - Dog House Donation Box Carrier
 - Special Events Volunteer
 - Adoptions
 - Greeter/Reception Desk
 - Adoption Adviser Level One
 - Adoption Adviser Level Two
 - Animal Care and Handling
 - Animal Care Assistant
 - Dog Walker Level One
 - Dog Walker Level Two
 - Off Site Dog Walker
 - Cat Socializer Level One
 - Cat Socializer Level Two
 - Clinic
 - Recovery Volunteer
 - Feral Cat Recovery Volunteer
 - Shot Clinic Volunteer
 - Office Assistant
- A-4 Animal Handling Training Narrative and Flow Chart
- A-5 Animal Humane | New Mexico Non-Discrimination and Sexual Harassment Policies

Animal Humane Organizational Chart



A-1

VOLUNTEER AGREEMENT

Volunteering at Animal Humane is a rewarding and fulfilling way to help care for the animals in my community. To be successful as an Animal Humane Volunteer, I agree to the following:

- Support Animal Humane’s Mission and Goals.
- While volunteering, my philosophy towards animal welfare will reflect the policies and procedures established by Animal Humane.
- Maintain objectivity towards the animals at Animal Humane.
- Use my best efforts to: (1) volunteer at least one two-hour shift per week or as agreed with my Department Manager or the Volunteer Director; (2) adhere to my volunteer schedule; and (3) provide two weeks advance notice of planned absences to the Volunteer Director.
- Demonstrate a high work ethic. Be prompt and dependable; work respectfully with others (animals and humans); accept guidance and supervision; provide customer friendly, polite and efficient service.
- Honor and comply with all rules, procedures, and protocols of Animal Humane as specified by a staff member, my Department Manager or the Volunteer Director, whether or not I agree with those rules, procedures and protocols.
- Maintain a neat, clean and professional appearance. Wear clothing that is comfortable and appropriate to my volunteer position. Wear my Animal Humane nametag when volunteering. Shorts, tank tops, open toe shoes and dangling jewelry are not appropriate.
- Attend appropriate training for my volunteer position.
- Abide by Animal Humane policies and procedures and all others applicable to my volunteer position.
- Communicate ideas, comments, suggestions, constructive criticism or concerns relating to my volunteer work to the Volunteer Director.
- Refrain from giving out legal or medical advice.
- Authorize Animal Humane| New Mexico to seek emergency medical treatment in case of accident, injury or illness and hold harmless Animal Humane in the event of accident, injury, illness or theft. Please be aware that most crime is opportunistic. Please do not leave valuables unattended.
- Refrain from any activity that involves the use of Animal Humane’s programs, facilities, or my position as a volunteer for private gain.
- I understand that as a volunteer, my activities may be photographed, and that my image may be utilized to promote Animal Humane, the animals in its care, or its programs.

Volunteer Signature

Date

Please Print Name

e-mail address

Volunteer Agreement
Waiver and Release Form

For and in consideration of the opportunity to serve as a volunteer at Animal Humane|New Mexico (hereafter "Animal Humane"), and recognizing that the volunteer work I will perform may involve certain risks and hazards, I do hereby voluntarily agree to assume all associated risks and hazards to which I may be exposed. Such risks and hazards may include, **but are not limited to**, physical injuries such as bites, or scratches incurred in connection with handling animals, exposure to cleaning solutions or chemicals, falls, strains from lifting or engaging in moderate physical activity.

To the maximum extent permitted by law and on behalf of myself, my heirs, assignees, guardians, and personal and legal representatives and executors, I hereby release, discharge, indemnify and hold harmless Animal Humane, its officers, directors, and employees from any and all claims of loss or liability for injury to person or property which I may suffer, or for which I may be liable to third parties, arising from my volunteer service, whether caused directly or indirectly by any negligence (active or passive) attributable to Animal Humane, its officers, directors, or employees.

I understand that public relations are an important part of volunteering at Animal Humane. I, therefore, agree on behalf of myself, my heirs, assignees, guardians, and personal and legal representatives and executors to allow Animal Humane to use any photographs, videos or other images taken of me in the organization's public relations efforts. Animal Humane will use reasonable efforts to notify me, but such notification is not an expressed or implied condition to the release of those images for public relations purposes.

I acknowledge that I have read the foregoing Volunteer Agreement and Release and Waiver, that I understand its terms or have had the opportunity to have the terms explained to me, and that I agree and will comply with the same.

Date _____

Signature

Print Name

Signature

Print Name

Signature of Animal Humane Director of Volunteer Services

A-2

VOLUNTEER NON-DISCLOSURE AGREEMENT

In consideration of my volunteer service or continued volunteer service in any capacity with Animal Humane| New Mexico, a New Mexico non-profit corporation, (the "Company"), the use of the Company facilities, and the opportunity given to me by the Company to acquire confidential information relating to the businesses of the Company, I (the "Volunteer") voluntarily agree as follows and further covenant and agree with the Company as herein contained:

ARTICLE I DEFINITIONS

A. Definitions. For the purposes of this Agreement, these words shall have the following meanings:

a. "Company" means Animal Humane | New Mexico and it's subsidiaries, divisions, affiliates, appointees, successors, assigns, and legal representatives.

b. "Confidential Information" means any and all information, whether verbal or written, (1) disclosed to or known by me, the Volunteer, as a consequence of or through my service with the Company, (2) not generally known outside the Company, and (3) which relates, in any way, to the Company's businesses, operations, management, employees, other personnel, agents, or representatives.

"Confidential Information" specifically includes, but is not limited to, any and all information connected in any manner with activities such as fundraising, telemarketing, telefundraising, or any other solicitation programs conducted by the Company and includes such information as donor and/or membership identity, lists, and other data, in whatever form, financial matters, and in-house workings, plans, strategies, and any employee related information, including, but not limited to, wages, bonuses, or any personal information regarding other employees of the Company. It specifically includes any and all information, beliefs, or opinions related in any way to any past or present Company management, employees, other personnel, agents or representatives.

"Confidential Information" also specifically includes, but is not limited to, the customer cards, lists, and any other information concerning the dog boarding, grooming or kennel businesses as they existed under previous ownership, as they presently exist (under the ownership of the Company), or as they may exist in the future.

"Confidential Information" includes information connected in any manner with animal housing and services, including all proprietary information, and all Trade Secrets as defined in the Restatement of Torts.

"Confidential Information" also includes any and all information which from the surrounding circumstances in good conscience out to be treated as such.

ARTICLE II VOLUNTEER NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

A. Agreement. I, the Volunteer, agree not to publish, communicate, divulge, disclose, or use any Confidential Information, including information received in confidence by the Company from others, either during or after my service with the Company, except upon written consent of the Company. It is understood that such Confidential Information includes customer details and any and all other information that I conceive or develop, as well as customer details and information that I learn about from other employees of the Company. I shall not, except as the Company may otherwise consent or direct in writing, reveal or disclose, sell, use, lecture upon, or publish any Confidential Information, or authorize anyone else to do these things at any time either during or subsequent to my service with the Company. This clause shall continue in full force and effect after termination of my service and shall be deemed perpetual in nature.

During my service with the Company, I shall not directly or indirectly use any Confidential Information, or authorize anyone else to do so, in any matter whatsoever, other than matters directly relating to the Company's business.

I also represent and warrant that I am not a party to any existing contract relating to the granting or assignment to others of any interest in the Confidential Information.

B. Documents. All writings, records, and other documents and things containing Confidential Information in my (the Volunteer's) custody or possession while in the pursuit of company business shall be the exclusive property of the Company and shall be delivered to the Company, without retaining any copies, upon the termination of my service or at any time as requested by the Company.

C. Breach. In the event of a breach or threatened breach of this covenant of non-disclosure, the Company shall be entitled to injunctive

relief, attorney's fees, expenses, costs, and any other available legal or equitable remedies.

VOLUNTEER NON-COMPETE

A. Course of Service. During my service with the Company, I, the Volunteer, shall not directly or indirectly compete with the Company in the development, production, marketing, or servicing of any product or service with which the Company is involved during my service with the Company, nor will I aid or become associated with others in such acts.

I shall not, during the course of my service with the Company, perform any work and/or services during regular business hours which are not directly related to the Company's businesses.

ARTICLE IV TERMINATION OF SERVICE

A. Termination. I, the Volunteer, understand and agree that either I or the Company may terminate my service at any time with or without cause, and that this Agreement shall in no way be construed to operate to prevent the Company from dispensing with my services at such time and for such reasons as it, in its sole discretion, shall deem advisable.

B. Reaffirmation. Upon termination of my service with the Company, I, the Volunteer, shall, if requested by the Company, reaffirm in writing all of my obligations, duties, promises, covenants, and agreements as contained in this agreement.

ARTICLE V MISCELLANEOUS PROVISIONS

A. Superseding Effect. This Agreement supersedes all prior oral or written agreements or understandings, if any, between the parties and constitutes the entire agreement between the parties with respect to the subject matter hereof.

B. Modification of Agreement. No Alteration or modification of this Agreement shall be effective unless such alteration or modification shall be in writing and signed by an authorized representative of each party.

C. Severability. In the event any portion of this Agreement should become invalid, the remainder of the Agreement shall remain in full force and effect.

D. Binding Effect. This Agreement shall inure to the benefit of, and be binding upon, the heirs, executors, administrators, legal representatives, assigns, and successors in interest of the Volunteer, and of the Company, its subsidiaries, divisions, affiliates, appointees, successors, assigns, and legal representatives and can likewise be enforced by any of such entities.

E. Governing Law. This agreement shall be governed by and construed in accordance with the laws of New Mexico, both as to interpretation and performance.

F. Assignability. This Agreement shall continue in effect upon my (the Volunteer's) transfer from service by the Company to future service by the Company or by any subsidiary, affiliate, or division thereof, on condition that a like Agreement is not in effect between such future employer and volunteers thereof. This Agreement may not be assigned whatsoever by me (the Volunteer).

This Agreement may be assigned by the Company to a successor to all or substantially all of the business or assets of the Company or of any division or part of the Company with which I volunteer.

G. Waiver. The Company shall have the right to waive any breach of this Agreement. Such waiver shall not operate or be construed as a waiver of any subsequent breach. The waiver must be in writing and signed by an authorized representative of the Company in order to be valid and binding upon the Company.

H. Remedies. Equitable relief, damages by law, or both may be sought by the Company for breaches or threatened breaches of this Agreement by the Volunteer.

In Witness Whereof, the undersigned parties represent and warrant that they each have read and understood each and every provision of this Agreement and that they do so freely and voluntarily execute this Agreement, consisting of three (3) pages this

_____ day of _____, 20_____.

Animal Humane/ New Mexico

By: _____, Volunteer Coordinator.

VOLUNTEER Signature: _____

Phone H: _____ C: _____

VOLUNTEER POSITIONS

ADMINISTRATION

Reception Assistant – Staffs reception desk in lobby during lunch hours and staff leave time; assists staff receptionist with telephone, in person reception inquiries and office tasks

Training Required: New volunteer orientation

Volunteer Services Assistant - Assists Volunteer Manager with office and supervisory tasks relating to recruitment and training of volunteers.

Training Required: New Volunteer Orientation

Outreach Team Volunteer - Gives presentations in the community about Animal Humane programs and services and the importance of spaying and neutering pets; promotes humane animal care in schools; staffs volunteer booths at conferences and fairs; conducts tours of our Main Campus.

Training Required: New Volunteer Orientation, outreach training

Dog House Donation Box Carrier - Helps raise money to support operations by developing a route of businesses where donation boxes can be placed, picking up, replacing and returning boxes to Animal Humane campus

Training Required: New Volunteer Orientation

Special Events Volunteer – Assists with major annual fundraising events such as Cookie Campaign, Art for the Animals and Doggie Dash and Dawdle

Training Required: Day of event

ADOPTIONS

Greeter and Reception Desk – Assists Adoptions reception staff in welcoming, providing information and customer service to intake, adoption and retail customers.

Training Required - New Volunteer Orientation, Safe Animal Handling, Bachelor's Level Adoptions training

Assistant Adoptions Advisor – Level One

Assists adoptions staff with intake and adoptions paperwork and helps potential adopters to select a good pet match for their lifestyle.

Training Required - New Volunteer Orientation, Safe Animal Handling, Basic Dog Walking or Basic Cat Socialization, Bachelor's and Master's Level Adoptions training

Assistant Adoptions Advisor - Level Two

Assists Adoptions staff with all aspects of pet intakes and the adoptions process.

Training Required - New Volunteer Orientation, Safe Animal Handling, Basic Dog Walking, Advanced Dog Walking, Off Site Skills, Basic Cat Socialization, Advanced Cat Socialization; Bachelor's, Master's and Ph.D. level Adoptions Training

ANIMAL CARE AND HANDLING

Animal Care Assistant – Assists with cleaning and other tasks which provide care, comfort and enrichment to pet residents in the doggie dorms, cat condos or cat house

Training Required: New Volunteer Orientation, Safe Animal Handling

Dog Walker Level One – Provides enrichment and training for our canine residents which have lower energy and are easier to manage; assists potential adopters

Training Required: New Volunteer Orientation, Safe Animal Handling, Dog Walking Basics

Dog Walker Level Two – Provides enrichment and training for all canine residents, including those with high energy which can be more difficult to train or manage; assists potential adopters

Training Required: New Volunteer Orientation, Safe Animal Handling, Dog Walking Basics, Dog Walking Advanced

Off Site Dog Walker – Assists with enrichment activities such as monthly Big Dog Outings, dog walking at Montgomery Adoption Center, Mobile and other adoption events which take place away from the Animal Humane main campus.

Training Required: New Volunteer Orientation, Safe Animal Handling, Dog Walking Basics, Dog Walking Advanced and Off Site Skills

Animal Handler for Media Appearances - Assists Marketing staff by preparing animals and handling them during radio and TV appearances.

Training Required: New Volunteer Orientation, Safe Animal Handling, Basic Dog Walking, Advanced Dog Walking and Off- Site Skills

Cat Socializer Level One – provides enrichment, socialization and training for easier to handle cats and kittens in the main cattery and the Robbie Jones Memorial Cat House.

Training Required: New Volunteer Orientation, Safe Animal Handling, Cat Socialization Basics

Cat Socializer Level Two - Provides enrichment, socialization and training for all cats and kittens in the main cattery and the Robbie Jones Memorial Cat House, including those which are shy or overly aroused.

Training Required - New Volunteer Orientation, Safe Animal Handling, Cat Socialization Basics, Cat Socialization Advanced

VETERINARY CLINIC

Recovery Volunteer – Monitors progress of recovery, cleans kennels and provides comfort and compassionate care to family pets following surgery.

Training Required – New Volunteer Orientation, Safe Animal Handling, Clinic volunteer training (Dog Walking Basics and Cat Socialization Basics strongly recommended)

Feral Cat Recovery Volunteer - Closely observes and monitors recovery of feral cats following surgery, alerting staff to medical changes.

Training Required – New Volunteer Orientation, Safe Animal Handling, Clinic volunteer training. (Cat Socialization Basics strongly recommended)

Shot Clinic – Provides organization, information and customer service to clients bringing pets to bi-monthly vaccination clinics

Training Required - New Volunteer Orientation, Safe Animal Handling

Office Assistant – Assists clinic staff with phones, filing and records management

Training Required – New Volunteer Orientation, Safe Animal Handling

RETAIL

Cashier – Assists customers with item selection and check-out at Super Thrift Store

Training Required – New Volunteer Orientation, Thrift volunteer training

Merchandiser – Receives donations delivered to Thrift store; sorts donated items, prices and displays them for sale

Training Required – New Volunteer Orientation, Thrift volunteer training

Delivery Truck Assistant – Assists Thrift staff with pick up of large donated items and delivers door hangers

Training Required: New Volunteer Orientation, Thrift volunteer training

New Volunteer Training Program

Volunteers who complete New Volunteer Orientation after 1/1/09 and who want to work with our animals will be required to complete the following:

1. **Safe Animal Handling** – a 1 hour presentation discussing body language and safety when handling cats and dogs.
2. **Animal Care** - new volunteers will spend 8 hours (suggested rotation: 2 hours per week for a period of 4 weeks) in the kennels, cattery or both (if they wish to work with both cats and dogs) assisting the staff in Animal Care. Their job will be to observe the animals' behavior and provide comfort and enrichment to the animals by cleaning cages, insuring that every pet resident has a bed and a blanket (dogs) or paper bag (cats), and an approved toy; refilling water bowls; offering treats, stuffing and distributing kongs; talking, reading or singing to the animals, especially those which are anxious or stressed.

There is **NO ANIMAL HANDLING** at this level of training, except that at the end of the shift, if the volunteer has completed the other duties, s/he may sit in the cage with a purple dog or a puppy. (Pre-requisites: Orientation and Safe Animal Handling)

3. **Adoptions** – While working in Animal Care, new volunteers will complete a minimum of 4 hours (and preferably 8) working at the front desk in the Adoptions Department learning our adoptions policies and procedures. They will assist staff with greeting customers, handing out and scoring Meet Your Match surveys, assisting with purchases of pet products from Animal Outfitters, and showing customers to the kennels and cattery.

4. **Dog Walking Basics (Dog Walker One)**– Volunteers aspiring to walk or socialize dogs need to attend this course in basic dog walking which will prepare them to walk our less challenging "orange" and "purple" dogs. Dog Walker One candidates will learn basic skills including meeting and kennel etiquette, removing dogs from their kennels, proper equipment use, walking techniques, and disease prevention protocols. Volunteers will begin working with a mentor and after mentorship will log a minimum of 12 hours practicing these skills with orange and purple dogs before proceeding to the training for Dog Walker Two. (Pre-requisites: Orientation, Safe Animal Handling, Animal Care)

5. **Dog Walking Advanced (Dog Walker Two)** - In this training, volunteers interested in walking and training our high energy "green" dogs will receive training in proper fitting and use of walking equipment, instilling leash skills as well as instruction in how to teach obedience skills and increase adoptability. Dog Walker Two candidates must complete a minimum of 12 hours working with the "green" dogs on campus before signing up for Off-Site Skills Training. (Pre-requisites: Orientation, Safe Animal Handling, Animal Care, Dog Walking Basics)

6. **Off-Site skills** – Volunteers who wish to work with our dogs at off-campus events such as Big Dog Walks, Doggie Dates, Mobile Adoption Events or Adopt-a-thons will be trained in safely transporting dog, removing dogs from crates, walking dogs in groups and conflict avoidance; and for adoption events, training in working with the public and "marketing" our dogs. (: Orientation, Safe Animal Handling, Animal Care, Dog Walking Basics, Dog Walking Advanced)

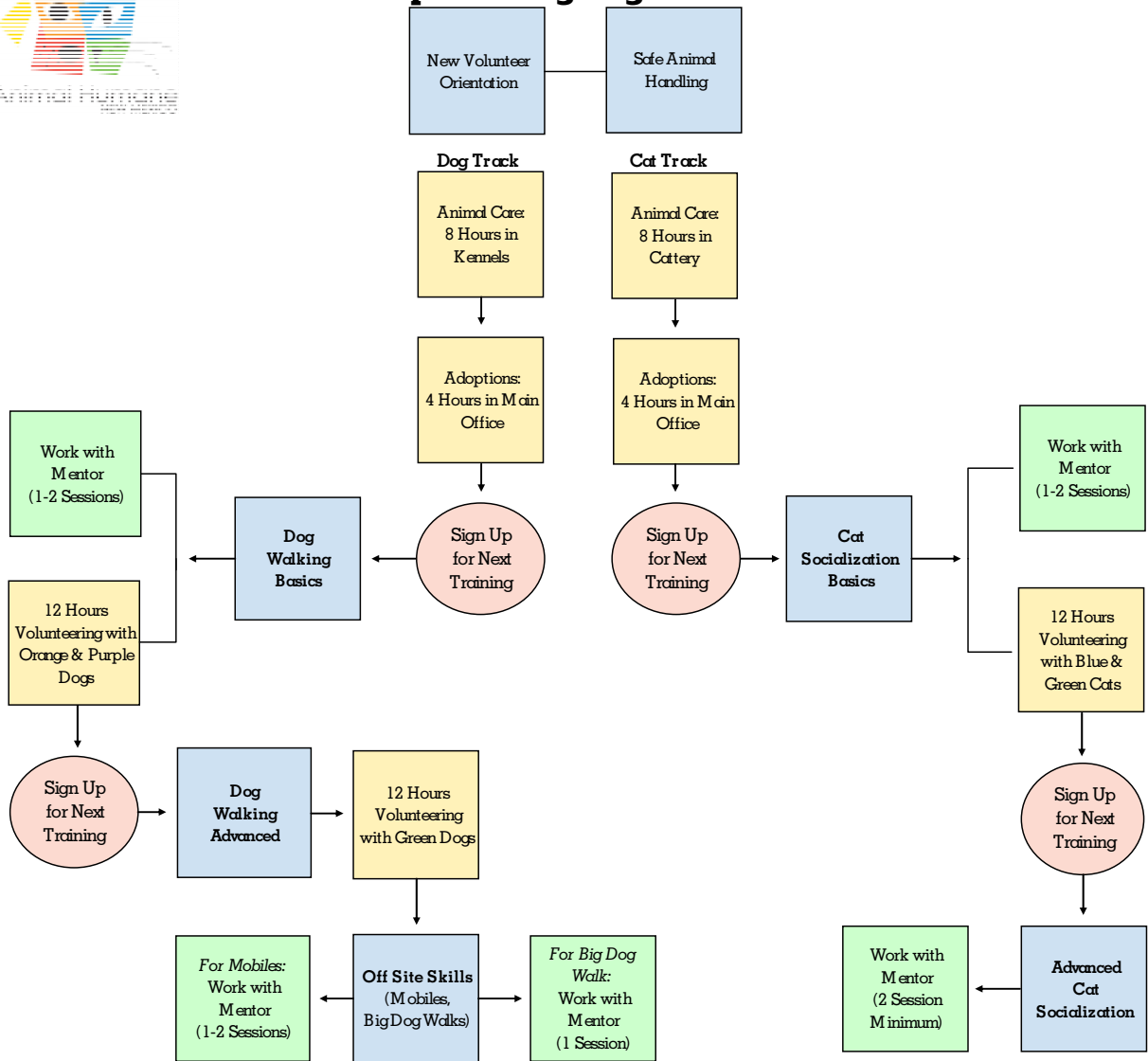
7. **Cat Socialization Basics** – Cattery Volunteers will learn safe removal of cats from their cages, basic socialization skills, proper grooming equipment and techniques, and disease prevention. Volunteers who complete this training must work with a mentor and then log 12 hours after mentorship working with "blue" and "green" cats before they are eligible for Advanced Cat Socialization training. (Prerequisites: Orientation, Safe Animal Handling, Animal Care)

8. **Cat Socialization Advanced** - This training will emphasize appropriate techniques for socializing shy and overly aroused cats. Advanced cat volunteers must work with an assigned mentor for at least two sessions following the training class before handling "red" or "purple" cats on their own. (Prerequisites: Orientation, Safe Animal Handling, Animal Care, Basic Cat Socialization).

A-4



Roadmap to Training: Dog & Cat Volunteers



A-4

Animal Humane Employment Policies Applicable to Volunteers

Equal Opportunity Employment

It is the policy of Animal Humane | New Mexico to take action to ensure that applicants and employees are treated equally, without regard to their race, color, religion, age, sex, physical or mental disability, national origin or any other status protected by federal, state and/or local law. Animal Humane policy forbids the use of racial or ethnic slurring or harassment of any type in the workplace. Disciplinary action up to and including termination of employment is provided for violations.

Our commitment to equal employment shall include but not be limited to the following: employment, placement, promotion, demotions, or transfers; recruitment and recruitment advertising, referrals and referral sources; layoff, recall and termination; training, social and recreational programs; wages and other forms of compensation; and job requirements.

Sexual Harassment

It is the policy of Animal Humane that there be no harassment or retaliation against any employee or applicant for employment on the basis of sex. In keeping with that policy, Animal Humane will not tolerate sexual harassment by any employee, supervisor or any other person who interacts in our workplace. Sexual harassment is illegal and a violation of Animal Humane rules of conduct and is strictly prohibited. Persons engaging in such acts are subject to disciplinary action up to and including termination of employment.

It is illegal and against Animal Humane policy for any employee, male or female, to harass another by making unwelcome sexual advances, seeking favors or engaging in any other unwelcome verbal or physical conduct of a sexual nature. It is illegal and against Animal Humane policy to use a worker's submissions to or rejection of such conduct as a term of condition of employment or as the basis for or a factor in any employment decision affecting the individual's employment; or to otherwise create an intimidating, hostile or offensive working environment by such conduct. Any behavior having sexual overtones, whether or not considered sexual harassment, is inappropriate.

If you believe you have been a victim of sexual harassment, report your concerns to the Administration office immediately. Animal Humane will investigate the matter and take appropriate action in compliance with policy.