

# 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 items in our Super Thrift store, 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". The signature is written in a cursive, flowing style.

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 main campus or one of our satellite adoption centers.

### **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

## **2010 STATISTICS**

Pets Received by Animal Humane –5,778 (up from 4,828 in 2009)

Pets Adopted, Transferred or Returned to Owners – 4,810 (3,919 in 2009)

-Animals Euthanized – 644\*

Pets Spayed/Neutered–10,481 (8,796 in 2009)

Vet Procedures for Low-Income Clients –8,689 (6,893 in 2009)

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

Pets in Emergency Shelter –25

-Animals Reunited with Owners through Lost and Found Program – 148

\*Of the animals euthanized, 100% had serious medical problems or had behavior issues such as aggression or extreme fear. None of the animals euthanized were healthy, adoptable pets who were euthanized for space. See the discussion of euthanasia philosophy on page 9.

## **ANIMAL HUMANE PROGRAMS AND SERVICES**

**SAFER Testing** – Dogs over 6 months of age entering Animal Humane are behavior tested to determine their potential for future aggression. Dogs which are outwardly aggressive or with a history of 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 Meet-Your-Match 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 with them, 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 that 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 who are brought in as 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 (for pups under six months of age), Civilized Canine (for dogs six months of age and older) and agility training.

## **PRINCIPAL OPERATING POLICIES**

**Open Admission Policy** - Animal Humane is an open 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 Monday-Friday, and 10:00am to 4:00pm on Sunday.

**No-Hold Policy** – Potential adopters are not permitted to “reserve” or place holds on pet residents, except in very limited instances, such as 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; 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 two years for free, except purebreds and highly adoptables, which are \$40.00. Regular adoption fees apply to puppies, kittens or pets less than two years of age. There is a limit of one pet per household per year under the Pets for People 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, already owns the maximum number of animals permitted under the city's HEART Ordinance (a total of six animals, no more than four of which are dogs), 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 their 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. Since 2006, the number of euthanasias at our facility has declined by 55%. In 2010 we did not have to euthanize any healthy animals for space.

We are an open admission shelter and have little control over the number of animals which will be surrendered. Because we try to keep our pet population at less than 100% of cage capacity in order for the animals to remain healthy, we do, from time to time, have to euthanize. Many volunteers want to know how long Animal Humane keeps the pets in our care. There is no specific time limit to how long we keep each animal.

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 socializing our dogs and cats to maintain good mental health, 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. In June, 2010 a second satellite adoption center was opened at 10700 Corrales Blvd. The Corrales location has 25 pets for adoptions, but does not sell pet supplies or products.

### **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**, seven 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** – seven 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**, seven days a week, 10:00am to 6:00pm

**Corrales Adoption Center**, seven days a week, 10:00am to 6:00pm

Volunteers are generally scheduled to work between 10:00am and 6:00pm daily. However, first shift Animal Care volunteers begin work at 7:00am. Clinic volunteers and morning dog walkers at our satellite locations start at 8:00am.

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

## **DEPARTMENT VOLUNTEER COORDINATORS - CONTACT INFORMATION**

Volunteers who are unable to report for their scheduled shift should notify their department volunteer coordinator of the absence via email as soon as possible.

At Animal Humane, all employees' email addresses are as follows: first+last@AnimalHumaneNM.org. For example: Jaclyn Sinclair's email is: jaclyns@AnimalHumaneNM.org.

### **Administration**

Development, Margaret Duran, Development Specialist  
Marketing, Dawn Glass, Marketing Specialist  
Reception/ Administration, Shannon O'Keefe, Manager of Administration  
Special Events, Bree Ortiz, Director of Special Events and Business Support  
Volunteers, Jaclyn Sinclair, Volunteer Director or Jessica Langer, Volunteer Coordinator

### **Adoptions** (including **Corrales** and **Montgomery Adoption Centers**)

Ellen Schmidt, Assistant Adoptions Manager

### **Animal Care** – Supervisors

Armando Vargas (Sunday – Wednesday)  
Yuri Pryor (Wednesday – Saturday)

### **Behavior and Training**

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

### **Veterinary Clinic**

Beverly Brown, Veterinary Assistant

### **Re-tail, thrift and consignment shop**

Gary Weddle, Re-tail Operations Manager  
Tony Frelund, Asst. Re-tail Operations Manager (weekends)

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 authorize Animal Humane to seek emergency room treatment in the event of injury and 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.

3. **Volunteer Non-Disclosure Agreement** - Volunteers agree not to disclose or misuse 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, donors, staff, other 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: Administration, Adoptions (Main Campus, Montgomery and Corrales Adoption Centers), Animal Care, Development, Marketing, Retail, and Special Events. Brief position descriptions of the volunteer jobs in each department are provided in Appendix A-3.

**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 Volunteer Services Department. 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, the volunteer coordinator in your department should be emailed as soon as possible. After two unexplained absences a volunteer will be removed from the schedule.

**Signing In** – Volunteers must sign in and log their hours at the Volunteer Information Center (VIC) each time they volunteer. The VIC is accessible at the volunteer page of the Animal Humane website. Your user name is your email address, and your password will be sent to you following orientation. You may login and enter your hours from any computer which has internet access. At Animal Humane, login computers are available in the Clinic, Thrift, Processing, the reception desk in Administration, and in the lobby of Adoptions. Please record the total number of hours you work in each job assignment (rounded to the nearest quarter hour).

**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 Office. 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. If injury results from interaction with a pet resident, please notify the Behavior Department.

**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, and satellite adoption center volunteers) must complete the training courses, hour, and mentor requirements set forth in the narrative description and flow chart appearing in Appendix A- 4.

**Signing up for training** - A schedule of training classes can be accessed from the homepage of the Animal Humane website, [www.animalhumanem.org](http://www.animalhumanem.org), or from the volunteer webpage. Look for the link entitled "Volunteer Mobile/Training Calendar". Your user name for this calendar is "volunteer." The password will be given to you during Orientation. Volunteers should register for training classes online. Please do not sign up until you have completed the prerequisites for the training.

**Dog Walking Teams** – Volunteers walk dogs and teach them "life skills" (manners training) on teams. Teams meet daily from 10:00am to 12:00noon and from 3:00pm to 5:00pm, except Saturday morning when the team meets from 8:00am to 10:00am. After completion of the Life Skills for Dogs 101 training class, volunteers will be scheduled for a team will work with a mentor assigned by the Volunteer Services Office.

### **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.
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 main 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 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 needs 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 on the main campus. 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 on the main campus. Refrigerators are also available at each of the satellites. Please do not eat in a location near our pets. A smoking area

is located at the back of the main 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 lot behind Thrift and across from the north kennel. 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. Volunteer meetings and social events
3. Departmental 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 a volunteer T-shirt. So long as he or she continues to donate a minimum of 8 hours per month thereafter, he or she will be eligible for the following rewards:

1. A 50% discount on Super Thrift merchandise, provided the selected item has been on the floor a minimum of 72 hours.
2. A 50% discount on Adoption fees, except purebreds and "highly adoptables".
3. The opportunity to have their personal pets seen in the Animal Humane Clinic and be charged the same fees as low income clients
4. The ongoing respect, support and appreciation of Animal Humane staff for all that you contribute to our organization!

Please notify the Volunteer Services Office when you are eligible for benefits.

**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.

**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, probation, 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 slurs 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
    - Office Assistant
    - Volunteer Services Assistant
    - Marketing Volunteers (4 positions)
    - Outreach Team Volunteer
    - Dog House Donation Box Carrier
    - Special Events Volunteer
  - Adoptions
    - Greeter/Reception Desk
    - Assistant Adoption Adviser Level One
    - Assistant Adoption Adviser Level Two
  - Animal Care and Handling
    - Animal Care Assistant
    - Dog Walker Level One
    - Dog Walker Level Two
    - Off Site Dog Walker
    - Animal Handler for Media Appearances
    - Cat Socializer Level One
    - Cat Socializer Level Two
  - Veterinary Clinic
    - Recovery Volunteer
    - Feral Cat Recovery Volunteer
    - Shot Clinic Volunteer

Office Assistant

Re-tail Thrift and Consignment

Cashier

Merchandiser

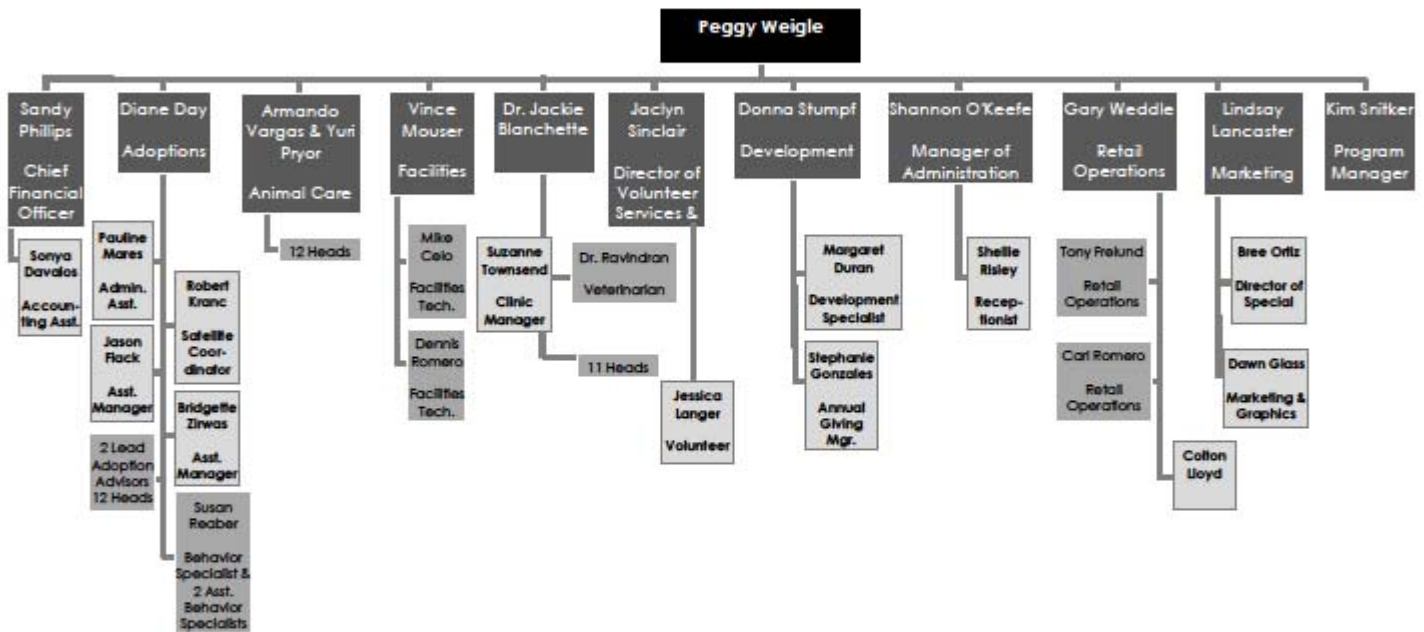
Delivery Truck Assistant

A-4 Animal Handling Training Narrative and Flow Charts

A-5 Animal Humane | New Mexico Non-Discrimination and Sexual Harassment Policies

## Appendix A-1 –Animal Humane Organization Chart

### Animal Humane | New Mexico 2011



**Appendix A-2: Volunteer Contracts**  
**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 Services Office; (2) adhere to my volunteer schedule; and (3) provide two weeks advance notice of planned absences to the Volunteer Services Office and the Volunteer Coordinator in my department.
- 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

Email Address

**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.

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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

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\_\_\_\_\_  
Signature

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

Signature of Animal Humane Director of Volunteer Services

\_\_\_\_\_



## **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: \_\_\_\_\_

Appendix A-3: VOLUNTEER POSITION DESCRIPTIONS

**ADMINISTRATION**

**Reception Assistant** - Assists staff receptionist with telephone, in person reception inquiries and office tasks

**Training Required:** New Volunteer Orientation

**Office Assistant** – Assists Administrator with general office tasks such as filing, copying, mail preparation, etc.

**Training Required:** New Volunteer Orientation

**Volunteer Services Assistant** - Assists Volunteer Manager and Coordinator 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

**Marketing Volunteers**

**Media Featured Pet Written Submission Coordinator** – Writes profiles of pets to submit for media outlets.

**Production Assistant** – assists in producing marketing collateral

**Graphic Design Assistant** – supports the Marketing Specialist by designing pet flyers and updating website media pet features

**Animal Humane Archivist** – scrapbook printed articles, ads, and columns about Animal Humane for monthly reference.

**Training Required:** New Volunteer Orientation

**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 and Doggie Dash and Dawdle

**Training Required:** Day of event

## **ADOPTIONS**

### **Main Campus Adoptions Volunteers**

#### **Intake Greeter**

Greet and assist customers who have to surrender their pets, enter person details into the Shelter Buddy database.

Training Required – New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

#### **Adoptions Greeter/MYM survey**

Greet and assist customers seeking to adopt a cat or dog. Help them complete the Meet Your Match survey for dogs and issue a hall pass. Direct potential adopters to the kennels and cattery.

Training Required – New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

#### **Adoption Completion**

Review contents of adoption folder with adopters and answer questions about medical history, vaccinations and post adoption services.

Training Required – New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk, additional training with an Adoptions Advisor

#### **Call Backs**

Telephone adopters for a progress report about an animal they recently adopted

Training Required – New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

#### **Lost and Found Animals**

Maintain Lost/Found Board in Adoptions and Lost/Found book. Assist customers looking for a lost pet or reporting a found animal.

Training Required – New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

#### **CAT! Program Volunteer**

Assist Cat Program Coordinator with identifying potential cat candidates for the program, taking pictures of program candidates, and helping with paperwork, cleaning and transport of cats to our CAT! Program locations for adoption.

Training Required – New Volunteer Orientation, Safe Animal Handling, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training

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### **Satellite Coordinator Volunteer**

Assist Satellite Coordinator with paperwork, loading dogs and cats into crates and transporting these pets to our Montgomery and Corrales Adoption Centers, or entering animal surrender profiles into the computer  
Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels and Cattery, Adoptions Front Desk, Life Skills for Dogs 101, Cat Socialization Training

### **Satellite Adoption Center Volunteer**

Assists staff at Corrales or Montgomery Adoption Centers by walking dogs, socializing cats, cleaning, greeting the public, showing pets and providing adoptions support.

Training Required – New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels, Animal Care Cattery, Adoptions Front Desk, Life Skills for Dogs 101, Cat Socialization 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, Animal Care in the kennels, Adoptions Front Desk, and Life Skills 101 for Dogs

**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, Animal Care in the kennels, Adoptions Front Desk, Life Skills 101 for dogs, Advanced Dog Walking

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

(Requires approval of the Behavior and Training Department)

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care in the kennels, Adoptions Front Desk, Life Skills for Dogs 101

**Animal Handler for Media Appearances** – Assists Marketing staff weekly 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, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training

**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 (requires approval of Behavior and Training Department).

**Training Required** - New Volunteer Orientation, Safe Animal Handling, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training, Advanced Cat Socialization Training

### **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 Volunteer** – 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

**RE-TAIL Thrift and Consignment**

**Cashier** – Assists customers with item selection and check-out at Super Thrift Store, answers or directs phone calls

**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

Appendix A-4: Animal Handling Training Narratives and Flow Charts

**New Volunteer Training Programs**

**Volunteers who want to work with our animals at the MAIN CAMPUS** will be required to complete the following:

1. **Safe Animal Handling** – a one hour presentation discussing body language and safety when handling cats and dogs.
2. **Animal Care** - new volunteers will spend four hours (suggested rotation: two hours per week) 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, doing laundry and dishes, 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** –New volunteers will complete a total of four hours in the Adoptions Department learning our adoptions policies and procedures. Those four hours will include an Adoptions Training class and work hours at the front desk. 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. **Life Skills for Dogs 101 (Dog Walker One)**– Volunteers aspiring to walk or socialize dogs need to attend this course which will prepare them to walk our less challenging "orange" and "purple" dogs. Dog Walker One candidates will learn basic skills including selecting a dog to walk, kennel etiquette, removing dogs from their kennels, proper equipment use, walking techniques, teaching a dog "manners" (obedience training) and disease prevention protocols. Volunteers will work with a mentor for two sessions and then will log a minimum of eight hours practicing these skills with orange and purple dogs on a team. (Pre-requisites: Orientation, Safe Animal Handling, Animal Care)      A-4

5. **Advanced Dog Walking** – (Dog Walker Two)- Volunteers interested in walking and training our high energy “green” dogs must complete the Advanced Dog Walking class which will teach them appropriate handling skills and techniques, then they will work with a mentor for one session and practice walking green dogs for a minimum of eight hours.

(Pre-requisites: Orientation, Safe Animal Handling, Animal Care, Adoptions front desk, Life Skills for Dogs 101, 8 hours practice walking orange and purple dogs with a team.)

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 dogs, 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. Requires approval by Behavior and Training Department.

(Prerequisites: Orientation, Safe Animal Handling, Animal Care, Adoptions Front Desk, Life Skills for Dogs 101, 8 hours walking orange and purple dogs with a team, Advanced Dog Walking, 8 hours walking green dogs with their team)

7. **Cat Socialization Training**– 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 8 hours after mentorship working with “blue” and “green” cats before they are eligible for more advanced cat socialization (Prerequisites: Orientation, Safe Animal Handling, Animal Care, Adoptions Front Desk)

8. **Cat Socialization Advanced** - Volunteers who wish to work with “purple” cats (cats new to Animal Humane whose personalities are unknown) and “red” cats (cats who are very shy or tend to become overstimulated) will take the Cat Socialization Advanced class, then work with a mentor and practice with red and purple cats for eight hours (Prerequisites: Orientation, Safe Animal Handling, Animal Care, Adoptions Front Desk, Cat Socialization Training, 8 hours working with “blue” and “green” cats).

## **Satellite Volunteer Training Program**

Volunteers intending to work at one of our Satellite Adoption Locations, Montgomery or Corrales, will complete the following training which is described above for Main Campus animal handlers:

Safe Animal Handling

4 hours Animal Care in the Kennels

4 hours Animal Care in the Cattery

4 hours work at the front desk in Adoptions including Adoptions Training class

Life Skills for Dogs 101

Cat Socialization Basics

Upon completion of the above, the volunteer will report to the satellite and will work with an on-site veteran volunteer, who will serve as mentor.

## Training – DOGS - Main Campus

**Safe Animal Handling** (Orientation)



4 hours in Animal Care (Kennels)



4 hours in Adoptions (**training class** plus front desk)



**Life Skills 101 for Dogs**



Work with a mentor – 1 or 2 sessions  
Walk purple/orange dogs 8 hours with team



**Manners Tune-up and Agility Training** (optional)



**Advanced Dog Walking** (green dogs)



Work w/ mentor 1 session  
Walk green dogs 8 hours with team



**Off Site Dog Walking**



Work with mentor at first mobile or BDW

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**Training-CATS-Main Campus**

**Safe Animal Handling** (Orientation)



4 hours in Animal Care (Cattery)



4 hours in Adoptions (**training class** plus front desk)



**Cat Socialization Training**



Work with a mentor – 1 or 2 sessions



Socialize green and blue cats – 8 hours



**Advanced Cat Socialization**



Work with a mentor – 1 session

**Training– Satellite Adoption Centers**

**Safe Animal Handling** (Orientation)



4 hours in Animal Care Kennels



4 hours Animal Care Cattery



4 hours in Adoptions (**Training class** plus front desk)



**Life Skills 101 for Dogs**



**Cat Socialization Training**



Work with a mentor at the satellite



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**Optional** **Advanced Dog Walking** (green dogs) **if off site training desired**



**Off Site Dog Walking**



Work with mentor at first mobile or BDW

Appendix A-5: Animal Humane | New Mexico Non-Discrimination and Sexual Harassment Policies

**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.

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