



Beaver County Humane Society

VOLUNTEER ORIENTATION HANDBOOK

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INTRODUCTION

Welcome to the Beaver County Humane Society Volunteer Program.

Being a volunteer is extremely rewarding, educational, exciting and fun. Walking a dog, providing a clean shelter environment, socializing with a cat, or even giving an animal a bath or pat on the head, can have a huge impact on the lives of all of our shelter animals. It is rewarding to see how dogs and cats respond to the love they receive while they are at the shelter. In most cases our animals were strays or abused, and our shelter may be the first time they experience compassion.

Our Volunteer Program was specifically created to best serve the animals in our care and the community. We would like to thank you for choosing to participate in our program. As a volunteer, you are a valuable asset to our organization and to the many dogs and cats that need loving homes.

This handbook has been prepared for you as a reference. It contains information regarding the shelter's responsibilities and procedures as well as ideas on how to make your volunteer time with us safe, fun, and beneficial to all. Please read it carefully so you will be well equipped to answer questions from the public and provide quality care to the animals in our shelter. We hope that the time you spend here will be as rewarding to you as it is to the animals you care for.

The Beaver County Humane Society is a non-profit 501 (c) 3 organization. As a result, we recognize the value of your time and thank you for giving your time as a volunteer to help change the life of an animal in need.

SHELTER HISTORY

In its infancy, the shelter started as a fenced area behind Beaver Falls High School. Homeless cats and dogs also received shelter in an old house, abandoned truck bodies in West Mayfield, and hillside doghouses on a farm in Beaver Falls. Expansion required that the shelter be moved to Industry where chicken coops were renovated into holding pens. The next big move came when the Society purchased land in Vanport and built a cement block building. However, construction of PA Route 60 and the Vanport Bridge over the Ohio River forced the Society to look for another location. The resulting 2,700 square foot shelter was built in Center Township on property leased from St. Joe Minerals Corporation. The building was first occupied in 1968.

Over the years the shelter continued to expand and improve to further benefit the animals and the community. In 1972 a medical-surgical room was opened, and in 1984 a new 1,500 square foot medical clinic was added to the existing shelter. A new enlarged cat room and a separate puppy room were added in 1990. 1991 saw the construction of a pavilion covering 20 outside dog runs, and the office and reception area was remodeled in 1996 adding a visitation room for potential adopters. The former 6,100 square foot shelter housed a cat room, puppy area, large kennel, offices, kitchen, laundry, restrooms, storage rooms, holding room for after-hours drop-offs and a medical-surgical room.

A TLC Fund was created in 2003 to raise the monies necessary to pay for life-saving surgeries and other services. With renewal applications for annual dog licenses through the Beaver County Treasurer, dog owners are asked to donate an additional \$1.00, which is specifically dedicated 100% for medical services and treatment of stray and

unwanted animals coming into the shelter. A great many animals have received care made possible by donations to the TLC Fund.

In 2005 the Society hired its first staff veterinarian. With this addition, shelter animals received professional, comprehensive medical and convalescent care on a daily basis. The medical services provided eased the suffering of countless animals and saved many lives. In addition, immediate medical care makes the animals more attractive to potential adopters and has directly impacted the adoption percentages.

To protect animals from cruelty, abuse or neglect situations, the Beaver County Humane Society employs and equips two fully-trained and certified Humane Society Police Officers appointed by the Beaver County Court. These officers investigate, correct or prosecute approximately 300 reported cases yearly.

Leading the fight to combat the animal overpopulation problem in Beaver County, the Beaver County Humane Society has spayed/neutered more than 50,000 animals since 1972. Due largely to this effort, animal intake at the shelter has drastically dropped from about 15,000 animals per year in the 1970s and 1980s to the over 4,000 animals that currently receive comfort and care each year.

The Board of Directors, administration and staff of the Beaver County Humane Society are extremely proud of the Society's progress and accomplishments, but recognize the need to continue to address the challenges facing animal sheltering in the 21st century. The Board's plan to construct a new, modern, state-of-the-art facility came to fruition in February 2013. The new facility positions the Beaver County Humane Society to perform its mission into the future.

MISSION STATEMENT

The mission of the Beaver County Humane Society is to protect all domestic animals by providing shelter and care; adoption services; investigation, correction or prosecution of cruelty or abuse situations; education programs; and promotion of the concepts of kindness and respect for all living creatures throughout Beaver County.

PURPOSE

The Beaver County Humane Society provides comfort and care to more than 4,000 animals each year. With the assistance of volunteers, we can focus on the total well-being of the animals, including not only their physical health but also their mental health, which means there are plenty of opportunities to **get involved** from volunteering in our office, dog walking, cat care, adoptions, events and more.

VOLUNTEER POLICIES & GUIDELINES

The Beaver County Humane Society relies on its volunteers to be dependable and effective during their volunteer hours by following established policies and guidelines. This allows our shelter to operate smoothly and with the maximum benefit to the animals, staff and volunteers. All shelter volunteers are required to abide by the policies and guidelines detailed in our Volunteer Orientation Handbook.

Qualifications

Volunteers must be at least 16 years of age and must enjoy working with and show a genuine concern for the welfare of animals. If you are under 16, you must be accompanied by a parent or guardian at all times. A willingness to work hard, get dirty, and pitch in wherever needed is required. The ideal volunteer is self-motivated, mature, sensitive, dependable, and a team player. You must have the ability to meet assignments promptly, reliably and with flexibility. Volunteers who work in direct contact with animals must exhibit a willingness to learn about animals and how to properly interact with them.

Requirements

Volunteers must complete a basic orientation session, a specialized orientation session and sign a waiver of liability and social media policy before reporting to their first shelter assignment or shelter sponsored event. Volunteers must be in generally good health and be able to perform the tasks they have signed up to complete. Volunteers should check with their doctor if they have any health questions or concerns related to volunteering and/or working with animals.

Hours of Operation

Although there is staff in the shelter to care for the animals every day, we are closed to the general public on Sundays and Mondays. We are open to the public as follows:

Tuesdays and Thursdays	11:00 AM to 7:00 PM
Wednesdays, Fridays and Saturdays	11:00 AM to 4:00 PM

Shelter Volunteer Hours:

Tuesdays and Thursdays	7:30 AM to 6:30 PM
Wednesdays, Fridays and Saturdays	7:30 AM to 3:30 PM
Sundays and Mondays	7:30 AM to 3:30 PM

Holiday hours may fluctuate so please ask or watch for postings.

Time Commitment and Scheduling

Volunteer commitment and ideas are essential to our success whether walking dogs at the shelter or volunteering at an event. Events are designed to promote the adoption of our animals, encourage needed donations, and provide information to the public about our organization.

We ask each of our volunteers to help for at least one hour when they are volunteering. A minimum of four hours of service per month is requested to stay active. If a volunteer becomes inactive, they will need to be recertified by going through the orientations again. Volunteer hours are flexible; however, if you schedule yourself for an event, you are expected to be at a specific place at a certain time.

Once you have agreed and committed to be available for a particular shelter sponsored event, we count on you to be there. In the event that you are unable to be present for the event, please contact the shelter as soon as possible. We understand that emergencies do happen, but at the same time, we ask you to understand that last minute cancelations of a volunteer who has committed to work at the shelter or an event can only negatively impact shelter animals or an event.

Sign In & Out

When reporting to the shelter or a shelter sponsored event, volunteers must sign in/out. At the Shelter, you do this by using a computer and a unique volunteer ID number. At events without a computer, a Volunteer Sign-In Sheet will be provided. Not only are volunteer hours tracked for reporting purposes, but for historical reasons it is important to know when a volunteer was on the shelter premises or at an event. If you are unclear or unsure about your assignment or duties when you arrive at the shelter or an event, please talk to a member of our staff immediately.

Dress Code at the Shelter

We recommend that you wear jeans or casual pants and non-skid, rubber-soled shoes with a back or heel strap. Volunteers who walk dogs can wear shorts as long as they are the length of your fingers or longer. Ticks have been problematic at times, so we advise dog walkers to use caution when wearing shorts. Please do not wear anything offensive such as shirts with vulgarity, political messages, or clothes with large tears or holes. For reasons of safety we recommend that the following items not be worn:

- Shorts (other than walking dogs)
- Slip-on shoes (flip-flops, clogs, etc.)
- Open-toe shoes
- Jewelry such as hoop earrings and long necklaces

Accident Prevention and Safety

We strive to provide a clean, safe, healthful, and hazard-free workplace. Accidents do happen, but with training, forethought, attention to detail, and personal responsibility for keeping areas hazard free, we can greatly reduce the number of accidents in our shelter.

Safety and accident prevention is *everyone's* job. If you see a safety hazard such as liquid on the floor of the shelter, spilled food, containers left open, or animals behaving in an unusual manner, please report this

immediately. If you are unsure how to address the situation, or if it is a safety issue, please contact the shelter supervisor or executive director immediately.

We provide accident insurance to volunteers for any volunteer-related injury incurred during the course of a volunteer's official duties. This insurance is for minor injuries only and coverage applies after the volunteer's own group medical or primary coverage.

Reporting an Accident or Incident

All volunteer accidents, injuries, illnesses, and near-misses must be reported immediately to the shelter Director or Administrator whether they are related to an animal or not. An incident form **MUST** be filled out (animal or non-animal related) and both the Director or Administrator and the injured person must sign this form.

Professional Conduct

When dealing with customers, fellow volunteers and staff, you must always be polite, courteous, and helpful. It is the policy of the Beaver County Humane Society that unlawful discrimination or harassment on the basis of race, religion, color, sex, sexual orientation, age, physical or mental disability, marital status, national origin, or any other status protected by law will not be tolerated.

We are committed to a safe work environment free from all forms of violence. Acts of violence are strictly prohibited and will not be tolerated. When handling all animals, use the least amount of restraint necessary, and treat them with love and respect at all times.

As a volunteer, you are expected to act in a professional manner towards staff, customers and other volunteers. Volunteers are a vital part of the organization, and we have the same expectations for them as we do for our own staff. Volunteers should act kind and courteous towards others and always remember to be polite to customers.

Harassment

The Beaver County Humane Society maintains a policy forbidding harassment of volunteers whether by supervisory volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event or creates a hostile environment for the volunteer.

We request that any volunteer who experiences such harassment to promptly notify the Executive Director so an investigation can take place and appropriate action be taken.

Drug and Alcohol Use

Volunteers shall not report for duty at the shelter or any shelter sponsored event while under the influence of alcohol or illegal drugs. Volunteers should educate themselves about the effects of prescription and nonprescription medications which may impair the ability to perform volunteer work safely.

Smoking

To protect our volunteers, animals, and property, smoking is allowed outdoor in the back of the shelter property; smoking is not permitted around the animals at any shelter or at any shelter sponsored event.

Confidentiality

Any information pertaining to animal records including names, addresses, phone numbers, etc., of staff, volunteers, and customers is confidential and should not be discussed with others nor removed from the shelter. All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve board members, other volunteers, clients, sponsors and/ or the overall business of the Beaver County Humane Society. Volunteers are prohibited from discussing with the media any information found in the

records of the Beaver County Humane Society. If you are contacted or approached by the media or someone requesting information you should direct that person to the Executive Director.

Social Media

Due to the nature of confidential material and incoming animals, we ask our volunteers to only take pictures and share pictures of the adoptable animals at the Shelter. This excludes any animals that are in Incoming, Medical, or Isolation. It also excludes any animals on the adoption floor that have a unique sign with their packet of information such as on hold, on legal hold, surgery, adopted, etc. You can always refer to our website to see if an animal is adoptable.

When sharing information, please refrain from taking pictures of the animals in their kennels or cages. Be safe when taking pictures, so please do not take a picture with an animal while your face is next to theirs or while you are walking with a dog. When posting on a social media website, make sure to be positive, respectful, professional, and not anonymous. Do not forget to mention the animal's name, the Beaver County Humane Society, and hashtag us in the post.

Conflict Resolution and Communication

We believe that the best way to handle any misunderstanding or concern related to the shelter, its volunteers, or operation is to communicate openly and honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best do something about them. No one is too busy to answer questions or address any problems or concerns. If you have a question or concern, we ask that you make every effort to address them with us immediately so we can answer your concern and take appropriate and timely action if necessary.

SAFETY, DISEASE & PREVENTION

Disease & Prevention

Zoonotic diseases are diseases that humans contract from animals. The most effective means of preventing zoonosis is to:

- Wash your hands frequently with antibacterial soap, especially after handling any animal, prior to eating or drinking and following use of the restroom.
- Spray yourself with Lysol wherever an animal came in contact with your clothing before and after each animal and before leaving the shelter.
- Immediately disinfect scratches and bite wounds. Please ask a staff member for assistance.
- Let your physician know that you work closely with shelter dogs.

Some of the illnesses that humans can catch from dogs include Ringworm, External Parasites (lice, mites, and fleas), Giardiasis (Beaver Fever), Leptospirosis (Weil's Disease), Lyme Disease, Nematode (worm) Infections, Rabies, and Salmonellosis (Salmonella). You should not let this list alarm you, but rather remind you that you are volunteering in a hospital-like environment where these organisms often exist.

Just as you can catch illnesses from animals, you can also unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter animals) is to:

- Make sure that your pets have up-to-date vaccinations.
- Let your veterinarian know that you work with shelter animals.
- Spray yourself with Lysol after handling each animal and before leaving the shelter.

- Change your shelter clothes before socializing with your animals at home and vice versa.
- Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your "shelter shoes" and take them off before entering your home.

Signs of Illness

Maintaining the health of our animals and helping prevent the spread of disease is everyone's job. If a shelter animal shows any signs of illness, read the kennel card to see if the symptom has already been noted and is being treated. If it has not, or if you notice that previously observed symptoms have gotten worse, immediately notify the shelter supervisor. Watch for symptoms such as:

- Diarrhea
- Grains of rice in stool
- Vomiting
- Eye discharge
- Nasal discharge
- Sneezing / coughing
- Anorexia (loss of appetite)
- Lethargy (lack of energy)
- Dehydration
- Abnormal gait or muscle control
- Excessive salivation
- Aggressive or unusual behavior

GENERAL DUTIES

Special Events and Fundraising: Participate in events that include activities such as selling Anderson Candies, raffle tickets and hoagies; distributing and collecting donation banks at local businesses or assisting with events such as:

Tails on the Trails Pet Walk

Wings, Suds & Songs

Tea for Tails

Beastly Haunted Trail

Sign in event participants, distribute prizes, organize and set up informational booth.

Clerical/Administrative Duties: Assist in general administrative duties such as filing, data entry, copying, digital photography, posting notices, sending meeting and event notices. Assembling medical folders and informational packets that are used for adoptions and other general office help.

Receptionist/Greeter: Assist the front desk by answering phones, screening calls and/or greeting guests as they arrive, answering questions, and showing people around in our new shelter.

BCHS Gift Shop: Assist in general duties such as running the cash register, sort inventory, and set up displays.

Thrift Store Volunteer: Assist by working at our Thrift Store in Beaver Falls, PA, by taking in and sorting donations, running the cash register, and keeping the premises clean.

PetSmart Adoptions: Clean cat cages and prepare cats, and transport them to PetSmart's adoption center(s).

Adopt-a-Thons: Participate in off-site adoption events that happen frequently throughout the year. Adoptable animals need transporting and care while participating in these events.

Transport: Driving animals to offsite locations, picking up donations, or dropping off donations at our Thrift Store.

DOG HANDLING & CARE

Every volunteer in the shelter will be exposed to dogs and may have to handle a dog at some time. It is important that you know how to handle dogs safely.

While some of the dogs that come to our shelter will be happy-go-lucky and easy to manage, some will not. Some may be terrified by their new surroundings, in pain from injuries or illness, or have issues from human abuse. All of these issues can cause a dog to react negatively to you. Many times this may not be noticeable until you actually place your hands on the dog. We ask that you approach every dog with caution and be aware that a dog's reaction to you can change in an instant.

Approaching Dogs

Dog bites do happen. As a volunteer in an animal shelter, you are at risk of being bitten. Volunteers should take every precaution to avoid and prevent dog bites. Here are some precautions to use:

- Read the kennel card completely before handling any dog and ask any questions about the information or the animal's personality and cautions if you are not sure or are uncomfortable with that dog.
- ALWAYS check the white board in the back hallway to verify which dogs are marked as "EMPLOYEES ONLY." This board is maintained to keep you up-to-date on each dog's status and to keep you and the shelter dogs safe.
- Do NOT handle any dog that you feel may be a threat to you or others.
- Please make sure to have a leash, poop bags, a pink "Currently on a Walk" card, and placing the correct magnet on the board BEFORE going on a walk.
- Be sure to acknowledge a dog before approaching or entering the kennel. Dogs can be a little nervous or shy so talking to them can make the dog feel more comfortable. Asking them if they "Want

to go outside?” or asking "Are you ready for your walk?” are familiar phrases for many dogs and can change their demeanor.

- Approach dogs slowly, calmly, and use a soothing voice; try not to tower over the dog or hug the dog. NEVER crouch down and put your face close to their face or try to kiss their face.
- Ask or call for help if you feel you are at risk.
- Keep in mind that some dogs give no signs of aggression before biting.
- If a dog is giving "unwelcoming" signals (stiff body or trembling, cowering, head low, a hard stare or wide eyes, growling, lunging, showing teeth, etc.) immediately stop what you are doing and back away.
- If you notice a dog is afraid when outside, don't make sudden movements or try to grab the dog. Instead talk to the dog in a soothing voice or sing to the dog. Don't put too much slack on the lead, keeping the dog close to you. By remaining calm and leading them rather than making them choose the direction, the dog will feel safer and more confident.
- Do NOT turn your back on an angry dog; back away from them slowly instead. Do not maintain eye contact. Turn your body slightly to the side so you are not facing the dog head on.
- Keep all dogs on a leash or confined to a specific room.
- Please do not allow dogs to linger in front of other kennels or maintain eye contact with each other. Do not let the dogs interact with each other while walking them.
- If possible, do not walk dogs past each other if you are unsure of their reaction.
- If you think a dog is going to bite, try to put something between you and the dog, such as a chair, fence, or even a jacket. We will make every effort to not put you in a situation that puts you in danger.
- To avoid a dog fight when you see another dog outside, walk the opposite direction or stand in a safe place until the other dog passes. Once again avoid allowing the dogs to have eye contact. If you are close to another dog, keep your dog moving and move them quickly so they do not have time to focus on the other dog.

- Refrain from using cell phones. It is important to always pay attention to the dog and your surroundings for everyone's safety.

Dog Walking

Dog Walking Hours:

Tuesdays and Thursdays	7:30 AM to 6:30 PM
Wednesdays, Fridays and Saturdays	7:30 AM to 3:30 PM
Sundays and Mondays	7:30 AM to 3:30 PM

Holiday hours may fluctuate so please ask or watch for postings.

Evening hours may vary due to daylight savings time. Dogs should not be walked in the dark.

- Leads should be placed on the dog while the dog is inside the kennel. Never have a dog come out of its kennel to place a lead on it.
- Leads are available in the back of the house. Please return leads to the appropriate area when finished.
- Remember to spray leashes with Lysol after usage.
- Ask for help if you are having difficulty getting a dog out of its kennel or handling the dog.
- Dogs should NOT be encouraged to bite their leads, even during play, as this may lead to dog-on-human bites. Please notify a staff member of this behavior immediately.
- Dogs can be walked anywhere on the property.
- We ask volunteers to walk with each individual dog for about 15 minutes. Some dogs will want to walk for shorter times, and that is fine.
- Do not allow dogs to eat anything in the yard or from the ground.
- ALWAYS clean up the yard when the dog does its business.
- All dogs are to ALWAYS be walked with appropriate leads unless otherwise directed.
- Keep your leash close to your body and hold it by your waist like you are holding a belt buckle.

- Refrain from allowing dogs to socialize with any animals. If you see another dog while you are walking your dog, walk in another direction or wait for the other person and their dog to leave.
- Dogs may be let off-leash in the play-yard unless otherwise indicated on their kennel card.
- Dogs in the play-yard must be supervised at all times.
- Be sure to close AND secure all gates and doors as soon as you are through them, including dog kennels and outside gates. If you are having difficulty securing a door or gate please ask for assistance.

Dogs may come and go, but never forget the good you do for those dogs who may not have otherwise gotten love, attention and exercise. You do make a difference!

Feeding

All dogs are fed twice a day in the morning and in the afternoon at the measured amount. Depending on diets and conditions, dogs could be fed more or special food. Unless otherwise directed, volunteers are not to feed the dogs. You may however give the dog a shelter-provided treat or treat that has been approved by the shelter. Any animals prohibited from having treats due to medical or dietary restrictions will be indicated on their kennel card.

Bathing and Grooming

The purpose of bathing and grooming is to prepare animals for surgery or increase adoptions by presenting clean, happy dogs to their potential new families. Washing and drying dogs (and cats occasionally), combing out matted fur, and trimming nails are the main grooming tasks. Prior experience grooming animals is required. Grooming animals can in some cases cause serious injury, so please get specific instructions from shelter staff beforehand.

Bites

Preventing bites is important to your health and well-being and to the dog's as well. There is a difference between play-biting and aggressive biting. Even so, every dog bite must be reported to staff as soon as it

occurs; so it is in everyone's best interest to avoid bites altogether. If you are bitten while volunteering at the shelter, immediately secure the dog in the nearest empty kennel or room to prevent further injury to yourself and others. Then call for a shelter employee, the Shelter Supervisor or Executive Director. With a shelter employee addressing the dog, wash the wound completely and thoroughly with antibacterial soap for at least five full minutes. If there is bleeding apply pressure to the wound. You will be asked to describe the circumstance of the bite and complete an incident report. Depending on the bite's severity, you will be directed to see your doctor or go to the nearest medical clinic or emergency room. The staff will evaluate the animal and situation to determine if further steps or actions need to be taken.

CAT HANDLING & CARE

Every volunteer in the shelter may be exposed to cats and may have to handle a cat at some time. It is important that you know how to handle cats safely.

While some of the cats that come to our shelter will be very friendly and easy to manage, some will not. Some may be terrified by their new surroundings, in pain from injuries or illness, or have issues from human abuse. All of these issues can cause a cat to react negatively to you. Many times they are not noticeable until you actually place your hands on the cat or in its kennel area. We ask that you approach every cat with caution and be aware that a cat's reaction, just like a dog, can change in an instant.

Things to Do

Make sure before handling any cat, you have either washed your hands with soap and water or used hand sanitizer. Volunteers should also go into the storage garage to grab towels. Towels are used to drape over you as to not spread germs from one cat to the next. When you go to hold another cat, you use a new towel as to not spread any germs. Used towels are to be placed in a laundry basket by the washer and dryer in the storage garage before the end of volunteering.

Cat Board

In the hallway behind the cat room, there is a Cat Board posted. This is a weekly information board to indicate which cats have received attention and in which ways. If any cat's name is written in red, that cat is for employees to handle only. If a cat's name is written in green, we ask experienced volunteers to handle them, or volunteers should just pet them in the cage. If a cat's name is written in blue, that cat is very friendly. Sometimes a cat's name might be in purple, which means do not handle, because they are sick. Volunteers are asked to be with each individual cat for about 15 minutes. Some cats will want to spend less

time with people, and that is fine. Volunteers are asked to interact with cats in three ways:

- Petting – petting a cat while they are in their cage.
- Holding – taking a cat out of their cage and holding them.
- Playing outside of the cage – taking a cat outside of their cage and into the visitation room to socialize and play.

After doing any or all of these things with a cat, volunteers need to write the appropriate letters on the Cat Board. Write “P” for petting, “H” for holding, and “O” for playing outside of the cage. This is important for volunteers that come in later, so they know which cats need attention and which ones have already gotten it.

Approaching Cats

Cat bites and scratches do happen. As a volunteer in an animal shelter, you are at risk of being bitten or scratched. Volunteers should take every precaution to avoid and prevent cat bites and scratches. Here are some precautions to use:

- Although most of our shelter cats are friendly and well socialized, it is important to take caution when interacting with any cat you are not familiar with.
- Do not attempt to handle a cat that has shown any aggression such as hissing, swatting or biting.
- Report any bites or scratches immediately to the Shelter Supervisor.

Cat Shelter Daily Procedures

- Gather your supplies
 - Separate litter scoops are used for each cat
 - Food dishes
 - Dust pan and brush, cleaning rags, a bucket of soapy water.
 - Garbage container with liner on wheels
- Clean kittens first and adult kittens last.
- Begin by sifting each litter box, removing the clumped feces and urine with the scooper and depositing it into a garbage container.
- Add clean litter as needed to each litter box.
- If litter box is excessively soiled or has a strong odor, dispose of the litter and provide a new clean box.
- Remove, wash and refill all water bowls with fresh water.
- If food is low, provide no more than one scoop of food.
- If either food or water bowl is dirty, provide a new bowl with new food and fresh water.
- Dry food is located in bin in main enclosure.
- Sweep, mop, and clean any soiled surfaces.
- Wipe each cat area with a damp rag.
- Wipe the windows in the center compartment with a damp paper towel. No Windex or Clorox wipes are permitted to be used.
- Each cat area will need to be swept and bedding can be shaken over the garbage container.
- Remove and replace any soiled bedding. Clean bedding can be found in laundry room. Take any soiled bedding to laundry room.
- Wash hands with soap and water at the sink or use hand sanitizer in the cat room after you finish with each cat and before starting with the next cat.
- Sanitizer should **NOT** be used in place of soap and water.
- Note any supplies on shopping list located on clip board.

QUESTIONS & ANSWERS

How is the Beaver County Humane Society funded?

The Beaver County Humane Society is a non-profit organization that depends on donations to care for more than 4,000 homeless animals annually. We receive no financial support from donations made to any regional or national animal welfare organization, and we are not directly funded through local, state or federal tax dollars.

Does the Beaver County Humane Society receive support from organizations like PetSmart or other charities?

Yes. We are a registered member of PetSmart Charities and participate in their adoption program. We also receive grants from other charities as well.

Why do I need to attend a Volunteer Orientation and sign a waiver?

Our volunteers are vital to our operation. It is, through your help, that we are able to rescue, care for and adopt homeless and unwanted animals. The orientation is designed to prepare volunteers for proper handling, hygiene and safety precautions when in our shelter or at offsite events.

In order to protect our organization and our rescued animals, we ask that you sign a volunteer waiver and hold harmless agreement. Although every attempt will be made to ensure your safety, animals (particularly rescued animals) are by their nature unpredictable in behavior. For this reason, safety is everyone's responsibility and we count on our volunteers to perform their work responsibly and by adhering to the shelter guidelines and policies.

Why is it so important to spay and neuter animals?

This is simple math. If one pair of breeding dogs, with all their offspring can produce 67,000 puppies in only seven years, and if one pair of breeding cats as young as four months old, with all their offspring will generate 420,000 kittens in just six years, and it is

estimated that between 6 to 8 million American pets are euthanized each year due to over population, then it is clear that preventing unwanted births, will stop the number of deaths.

Can I refer someone to you if they find a stray animal or an animal in need?

Yes, we encourage it. Although we may not be able to take in every animal that needs rescuing, we can provide assistance by sharing the case with other rescue groups and by posting through social media sites to find help.

What types of events does the Beaver County Humane Society hold?

Adoption Events: These events are usually held at local pet retail stores such as PetSmart.

Educational Events: In our efforts to educate the public, we participate in elementary school functions and presentations.

Fundraisers: Some examples are the Tails on the Trails Pet Walk, Haunted Trail and Tea for Tails, candy sales, rabies clinics, yard sales, food drives, etc.

Can I bring a friend or family member with me to help volunteer or assist with an event?

For the safety of our volunteers, our shelter pets and the public, we require every volunteer to attend our Volunteer Orientation program, prior to volunteering at the shelter or any shelter sponsored events.

Last edited on 12/7/17.