



Green County Humane Society

VOLUNTEER HANDBOOK

Green County Humane Society
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www.greencountyhumane.org

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Table of Contents

- Welcome to GCHS.....3
- About GCHS.....3-6
- Volunteering at GCHS
 - Getting Started.....7
 - Volunteer policies and guidelines.....7-9
 - Youth Service Projects & Volunteering.....9
 - Expectations of Volunteers.....9
 - Volunteer positions and opportunities.....9-13
- Volunteers Working With Dogs..... 14-16
- Volunteers Working With Cats.....17-19
- Community Service Workers.....20
- Frequently Asked Questions..... 21

Welcome to the Green County Humane Society

Thank you for becoming a volunteer at the Green County Humane Society (GCHS). Our hope is that we will be able to provide you with the volunteer position that best suits your skills and interests – one in which you can make a difference by showing your care and compassion for the animals of the GCHS. Our volunteers perform a great service for the shelter through a variety of jobs and we are pleased that you are joining us. We hope that you will feel the personal gratification that comes whether you work with the animals, the public, or behind the scenes. The dedication and enthusiasm volunteers bring with them each day helps our animals by complementing the services that our staff is able to provide.

Volunteers help improve the quality of life for the animals in our shelter and improve their chances for adoption. We hope that by your continued support and involvement, you will continue to learn about our organization and become more involved. We want you to be an integral part of our organization and you can expect to be given encouragement, guidance, training and support. Continue reading as you learn more about our organization, the guidelines for volunteering and the many different roles that volunteers fulfill.

We are truly appreciative and thankful for your commitment and compassion. So Thank YOU again for your interest in our volunteer program! We look forward to a long and gratifying partnership.

About GCHS

Mission Statement, Core Values, Organizational Goals

MISSION STATEMENT

To be a passionate advocate for the lives of companion animals by finding quality forever homes, providing community education, and promoting responsible animal ownership.

CORE VALUES

Compassion, Integrity, Stewardship, Protection, Education

ORGANIZATIONAL GOALS

- Promoting compassionate and appropriate treatment of animals throughout Green and Lafayette Counties.
- Educating the general public in areas of animal care, especially the need for spaying and neutering of animals to prevent further overpopulation.
- Diligently assisting law enforcement and the general public in the effort to end animal abuse.
- Devoted to finding quality homes for every adoptable animal that comes into the shelter.

How to Contact GCHS

1500 6th Ave PO Box 54 Monroe WI 53566
Phone: 608-325-9600 Fax: 608-325-9608

Email: shelter@greencountyhumane.org

Website: www.greencountyhumane.org

Executive Director: Deb Broge 608-325-9600 dbroge@greencountyhumane.org

History

The Green County Humane Society was founded on April 17, 1978 as the Green County Humane Society, Inc. Three weeks later, May 10, 1978 the first animal, a dog named Annie, was adopted and became our mascot. GCHS has saved 20,000 animals through adoption and redemption. In 1999, the shelter officially adopted a No-Kill policy.

Today the GCHS is comprised of over 500 members, 10 dedicated shelter staff, 11 board of directors, volunteers and a growing network of foster homes. Due to the commitment of these people, the GCHS has gone from a 62% kill rate in 1999 to a NO-KILL status. GCHS is dedicated to expanding the knowledge of and protection of animals with whom we share our lives and world.

Geographic Area Served

GCHS covers all of the Green County area and the communities of Monroe, Juda, Albany, Brodhead, New Glarus, Monticello, Belleville, Brooklyn. The jurisdiction is limited to Green County for legal matters, but we frequently provide services for animals (dogs only) and adopters from Lafayette County.

GCHS Membership

Individuals may become GCHS members after completing a membership form and paying the annual membership fee. Voting rights are granted to members after their membership fee has been received (consistent with the bylaws). Membership benefits are valid for 12 months. Membership forms are available at the shelter office and online. A renewal notice will be sent to current members; membership year is based on when the person becomes a member.

Shelter Operations

The policy-making entity is the Board of Directors, headed up by a President. There are a total of 11 elected volunteer members on the Board of Directors. Board meetings are held the second Wednesday of each month.

The Executive Director oversees shelter operations and is responsible for implementing policies and procedures as set forth by the Board of Directors. The Executive Director oversees directs and supervises the employees. Volunteers, Special Groups, and Community Service Workers make up the remainder of the work force – a critical aspect of non-profit organizations.

Shelter Hours

The Shelter is open on:

Tuesday: 12 noon to 7 pm

Thursday thru Sunday : 12 noon to 5 pm

Monday, Wednesday & all Holidays: Closed

Cleaning of the facility is done daily from 7:00 am until noon.

Community Service Workers and volunteers may volunteer anytime during the day from 8:00 am to 7:00 pm daily. (see job opportunities pg. 9-13).

Humane Society Programs and County Services

GCHS is a private, non-profit organization. Programs include sheltering, adoption, fostering animals, veterinarian services (for shelter animals only), SNAP (spay/neutering assistance program), Spay/Neuter Clinics, educational awareness and collaborations with several community organizations such as the Monroe Theatre Guild, MARS Soccer, and the Middle School's "Project World." If you belong to a group, civic organization, or community club and would like to get involved please contact us for more information. The GCHS is also available to come and do presentations about the shelter and its operations and needs.

The GCHS also works closely with community law enforcement agencies and the sheriff's department in promoting existing animal protection and treatment laws. The seven day sheltering of stray animals is funded by redemption fees paid for by owners redeeming their animals. After the seven day period, animals become the property of the GCHS and are funded through sponsorships, adoption fees and grants.

GCHS Housing Capacity

As it is the mission of GCHS to advocate for animal welfare and to provide shelter to animals who may require shelter, availability of housing may not always be possible due to the capacity of the facility. GCHS will do everything possible to take in animals in need, however, GCHS can only shelter a maximum of 37 dogs and 160 cats.

Animals are cared for in the following areas:

- Admitting area (when animals arrive)
- Back room kennel – located behind the shelter offices, dogs are kept here during the seven day observation time before being made available for adoption of the shelter
- Dog kennels – approximately 37 dogs may be held in the shelter's kennel areas; the outside kennels are used for current dog population to be outside during cleaning and to get more outside exercise during nicer weather
- Dog play-yard – allows groups of dogs play time and social interaction
- Trailer – holding area for cats under the seven day observation and any ill cats or kittens
- Cattery and Hallway – open to the public with cats/kittens available for adoption

Each year we handle more than 600 animals. Animals come to the shelter almost daily. Our goal is to locate animal owners and reunite pets with their owners. We currently average about 48% return rate of pets with their owners. This happens when responsible pet owners insure that their animals are wearing identification tags and are licensed with the county. Many animals receive micro-chip identification which also helps reunite pets and their owners.

Categories of Animals

GCHS currently is available to take in only dogs and cats. All of the animals that the GCHS currently receives comes to us through community law enforcement. Although the general public occasionally drops off lost/strayed/abandoned animals, contact with the law enforcement agency is required before accepting any animals. GCHS currently does not accept surrendered or trapped animals. Pet owners are responsible for finding suitable homes for their pets should circumstances mandate.

- **Stray/Abandoned Animals** – these are animals that have wandered from homes onto someone else's property, or have been dropped by an owner somewhere other than the owner's property. An animal will be considered stray/abandoned for up to 72 hours. During this time any person filing the report may turn the animal over to the shelter by way of law enforcement. (After 72 hours or more of care, the person caring for the animal takes ownership). Animals may be picked up by staff during shelter hours or brought in by the public. Animals must be contained / restrained in order for staff to go pick up an animal. GCHS only takes in dogs and cats from Green County, and dogs from Lafayette County. State law mandates that shelters hold these animals for seven days before being put up for adoption. If an animal is admitted with identification, every effort will be made to contact the owner. Animals that are not redeemed by owners after the initial holding period are eligible for adoption.
- **Returned Animals** – occasionally animals that are adopted are returned. There are many reasons that this can happen. The most common reason is that the animal did not fit into the family environment or did not get along with another animal already in the family. Every effort is made by staff to help potential adopters pick the right animal for their lifestyle before the adoption takes place.
- **Fostered Animals** – Not all of our animals are cared for on site at the GCHS. At any given time, we have approximately 10-20+ animals in foster care. These are animals who are moderately ill, or new litters of kittens or puppies, or animals with special needs, or in need of extra socialization and 1:1 interaction.
- **Surrendered animals:** these are animals where the owner wants to relinquish ownership by turning the animal over to the GCHS. GCHS currently is unable to take surrendered animals due to capacity. Surrendered animals include:
 - ✚ any animal that is cared for by a person for 72 hours or more
 - ✚ any GCHS adopted animal that is owned by an individual for two or more months
- **“Staff Only Animals”** - these are animals that are housed and cared for at GCHS but handled by staff only. These animals are identified with a “STAFF ONLY” or “MEDICAL ISOLATION” sign attached to their cage/kennel. This is done for the safety and well-being of the animals, volunteers and the general public. Any animal under the seven (7) day hold, quarantined for rabies, involved in a seizure case or are in “protective custody” will be handled by staff only.

Volunteering at GCHS

Getting Started

We encourage individuals and families to volunteer at GCHS. To ensure safety and reduce risk of injury that can occur when working with animals, the following steps must be completed prior to volunteering at the shelter:

- Review and complete a volunteer application; applications are conveniently set up so that one application will accommodate all those family members who would like to volunteer by listing all participating family members and their ages (minors under 18 only).
- Decide on the volunteer position(s) that you would like to hold - on your application check the position(s) you are interested in – there's lots to do!
- Fax, mail or drop off your application for processing.
- While we are processing your application, please be sure to read the volunteer handbook so that any questions you may have can be answered. We will process your application; our goal is to complete the review within 24-72 hours.
- You will receive an email or letter in the mail acknowledging receipt of your application and welcoming you to the volunteer core of GCHS.
- Upon receipt, volunteers interested in working at the shelter should contact the Executive Director to set up a time to come in and take a tour, participate in a brief orientation, and be ready to experience their volunteer adventure (pg 4).
- Volunteers interested in helping out at events should contact the Volunteer Coordinator.

Volunteer Policies & Guidelines

GCHS, in recognition of its responsibility to its volunteers, reaffirms its stand to ensure fair and equal treatment in all its practices to all persons, regardless of race, color, religion, sex, sexual preference, national origin, disability, age, socioeconomic status, or veteran status. Furthermore, to assure that its volunteers and membership are reflective of the geographic communities within its jurisdiction, GCHS is committed to affirmative action in the following:

- Encourages volunteers from all communities to join and/or participate in volunteer activities and events at GCHS
- Practice the recruitment, selection, placement, development, and recognition of its volunteers

In order to provide a safe, enjoyable and rewarding experience for all volunteers and community/school groups at the GCHS, it is imperative that all participating individuals follow established volunteer policy and guidelines.

- All volunteers, individuals in groups and independent persons, must complete a volunteer application, sign the disclaimer, sign a permission for a background check (where appropriate), and dog walking guidelines, and read the volunteer manual.
- All volunteers must attend a volunteer orientation. (*to be developed*).

- All volunteers under 18 years of age must have a parent’s signature on all volunteer and release forms.
- Children under 13 years old are NOT allowed to volunteer at the shelter without parental supervision. Though not recommended, children younger than 13 may accompany their parents, who will be responsible for their safety and will not leave them unattended. Parents must use discretion as animals can be unpredictable. Some exceptions may be made to this policy and are at the discretion of the Executive Director or board.
- Volunteers must adhere to confidentiality of agency and client information.
- Volunteers, unless appointed to do so, shall not make written or oral statements on behalf of GCHS without prior consultation with the Executive Director, Board President or PR Chairman.
- Volunteers must refrain from the following behaviors while on GCHS property: smoking, drinking of alcoholic beverages, or physically/verbally abusive behavior.
- Volunteers must check in at the reception desk and sign in upon arrival at the shelter, and sign out when leaving.
- Volunteers may only go into designated shelter areas; volunteers do not enter “employee area or “restricted areas” unless accompanied by a staff member.
- Volunteers may not go into dog kennel areas unsupervised; shelter staff will get animals appropriate to the ability/age of the volunteer.
- Volunteers **must follow all cage signs and any postings;**
 - “staff only” - means that these animals are under observation, on medical hold, or due to behavior may only be handled by staff – NO EXCEPTIONS – conditions of animals can change in between visits by volunteers
 - “please ask for staff assistance” - signs in the cattery are in place for those cats/kittens that are less sociable and can scratch when removing from their cage
 - “do not take any more cats out than what is in one cage” - this reduces the chance of cats fighting and scratching causing injury to themselves and others, and allows more time for individual attention to 1-2 cats at a time.
- Volunteers are asked not to put hands inside of cages, especially with the dogs.
- Volunteers are asked to wash their hands between handling animals to prevent illness.
- Volunteers must not feed treats to the animals without staff permission.
- Any injuries, scratches, bites, or incidents with animals must be reported to the Executive Director immediately and an injury/incident report completed.

- Volunteers are asked NOT to bring friends/guests to the shelter while they are volunteering. Friends/guests of volunteers have not completed the volunteer process and put themselves at risk by not being familiar with GCHS volunteer Policies.

Youth Service Projects and Volunteering

GCHS encourages youth to participate in age appropriate activities and service projects that reinforce the importance of responsible pet care ownership and animal welfare. The safety and security of youth volunteering at the shelter or at events is practiced at all times. Youth/youth group coordinators will communicate with the Executive Director to receive permission and guidance for appropriate projects as related to the shelter. Youth must complete a volunteer application that includes a written permission from a parent or legal guardian, and read the volunteer manual before volunteering or carrying out any service projects or participating in any activities at/for GCHS.

Expectations of All Volunteers

- Please coordinate with the Executive Director for scheduling your time at the shelter
- If you have committed to a time to volunteer and you are unable to be at the shelter, please call ahead so staff are able to re-arrange work
- If you have any questions about animals or observe an animal that may be ill or acting strangely, please inform the staff
- Please respect the policies and procedures in place - these are for animal and public safety
- Please ask any questions that you may have
- Let us know if you are uncomfortable with an animal that you have been given to work with
- Please share any feedback with the Executive Director; your input is important

Volunteer Positions & Opportunities

We appreciate any assistance provided by volunteers as our staff are always busy caring for the animals. There are a number of ways to get involved that is rewarding and meaningful while contributing to the care of homeless animals. Besides walking dogs and cuddling with the cats/kittens (favorite volunteer activities) we can always use help in other ways. Each opportunity requires different time commitments, schedules, skills and focus. Please review the positions below and see how you can best help out using your gifts and talents. Find the position that's just right for you!

We do appreciate our volunteers; so THANK YOU for choosing to volunteer at the Green County Humane Society and providing the extra time and attention to our shelter animals.

Animal Care:

Volunteers help to care for the basic needs of the animals.

- Volunteers must be 18 and older
- Check and replenish water for the animals
- Help change soiled bedding and straighten up cat cages
- Wash animal dishes and kitty litter boxes and scoopers
- Volunteers may help with morning cleaning before noon or during afternoon and evenings.

Animal Groomer:

Give animals a fresh clean start. Volunteers will help address the grooming needs of animals that come to us matted, dirty, in need of some cleaning and primping, or helping animals get ready for parades or community outings.

- Youth 13-17 may brush cats
- Adults 18 and older help with brushing cats and dogs, and help bathe dogs.
- Best times to volunteer are afternoons, Monday –Friday; flexible scheduling as some events are last minute! Bathing dogs is more frequent during spring-early fall.
- Only adults that are skilled in animal handling and with previous grooming experience may help with nail trimming and ear cleaning.

Animal Photographer:

Help us reunite lost pets with their owners and find new homes for the homeless pets in our care by taking photos of the animals. Uploading photos to our data base and posting animal pictures on our “Animals Lost” board will aid people looking for their lost pet or their new best friend.

Your own high resolution digital camera is required.

- Volunteers must be 18 years or older
- Best times to volunteer - Mondays & Wednesday afternoons, 1-5pm; but scheduling can be arranged.
- Skills include basic animal handling, general computer skills and experience using a digital camera.

Animal Transport:

Volunteers will help to safely transport animals between the GCHS and veterinary clinics or rescue organizations. This position is essential in helping GCHS provide exceptional care to our animals. Animals occasionally need to go to the vet for surgery (spaying/neutering) or routine medical care.

- Volunteers must have a valid driver’s license, 21years or older and a clean driving record; volunteers will need to provide a copy of their driver’s license in order to transport animals.
- Usually animals taken in for surgery are transported to either the Monroe Veterinary Clinic, the Orangeville Clinic, or the UW-Vet School-Madison.
- Animals leave the shelter by 7:00am and usually are returned between 3-4pm in the afternoon.
- Schedule is flexible and commitment by volunteer varies based on needs.

Canine Companion:

Assist with the overall care of GCHS dogs by providing them with the exercise and socialization they need, as well as teaching basic manners through positive reinforcement.

- Volunteers are matched to dogs that they will be best at handling and walking.
- Walkers must be at least 13 years or older. Kids that are 13/14 years of age may team walk together.
- **STAFF ONLY** - This dog MAY NOT be walked by any volunteer.
- Best times to volunteer - dogs may be walked anytime after 8:00 am until closing
- Volunteers schedule a shift to walk, usually 1-2 hours providing 15 minute walks or longer for the dogs and/or when the play yard is open, volunteers can take dogs/puppies to the play yard for more play time/exercise, attention and socialization.
- Skills include basic dog handling and understanding canine behavior; additional instruction by staff will be provided for dog walkers.

Cat Cuddlers:

Assist with the overall care of GCHS cats by helping staff freshen up their cages, and give them the love, attention and exercise they need.

- Volunteers 16 and older may volunteer; volunteers under age 16 require supervision.
- Best time to volunteer is mid afternoon and early evening.
- Volunteers usually schedule 1-2 hours in order to provide adequate socialization and exercise for the felines.

Cleaning –Kennels & Cat Cages:

Providing a clean and fresh environment is important to the health of the animals and the overall environment of GCHS. This particular task is usually completed by community service volunteers who are scheduled weekly and work a long side staff.

- Clean cages, partitions and walls
- Clean play yard and front kennels
- Clean cages (mornings only unless really needed)
- Clean front kennels
- Pick up waste in the dog play yard
- CSW workers assisting with these tasks are 14 years and older
- Hours are from 8-12, Sunday through Saturday
- CSW workers complete set number of required hours

Foster Home Care:

We occasionally need volunteers willing to take in animals, usually cats, to help them through a temporary medical situation, have special needs, decrease shelter stress/anxiety, or work on socialization skills. Occasionally a pregnant cat or dog needs a temporary home for the delivery of their young and until litters are weaned. GCHS assists in providing necessary supplies such as special food, litter, bedding to foster the animals if the foster parent is unable to provide these items on their own. Volunteers interested in fostering must be:

- Volunteers must be 18 years and older
- Complete an application and reference process
- Interested in providing the extra care, TLC, and attention needed by these animals.

General Building Cleaning:

Working with animals presents the opportunity and necessity for ongoing cleaning throughout the week. The following cleaning tasks are done daily.

- Volunteers must be 18 years and older
- Hours are from 8am -12 noon daily
- Tasks include: mopping floors (only when shelter is closed to public); washing windows, doors, walls; washing/sanitizing cat partitions.
- Cleaning, dusting, mopping, sweeping the reception area.

Grounds Caretaker:

Outside cleaning and appearance is also very important to the health and safety of the animals and the general public as well as creating an inviting environment.

- Volunteers must be 18 years and older
- Tasks include lawn work, snow shoveling, spreading gravel and woodchips, cleaning the entry way to the shelter building, power washing and stacking extra animal crates; pick up garbage/waste around walk areas.
- Schedule is flexible and as needed; check with Executive Director for when specific jobs are required and be scheduled for completion.

Laundry Helper:

Fresh clean bedding for our shelter animals is critical in keeping animals clean, healthy and comfortable. Laundry is done from 7am until closing daily.

- Volunteers must be 14 years and older
- Tasks include washing and folding laundry; washing and sanitizing laundry baskets.
- Best hours to volunteer are daily 10 am to closing; schedule is flexible.

Reception Assistant:

Assisting with mailing, coordinating misc. projects, answering telephones and giving tours will be the focus of this volunteer.

- Volunteers must be 18 years and older
- Skills needed include positive and friendly attitude, excellent customer service and communication skills, ability to answer the phone and direct calls, willing to learn more about the GCHS in order to help customers.
- Best times to volunteer: Sunday-Saturday, 1:00pm to closing and evenings after 5pm.. Occasionally short notice projects need completion. Check with the Executive Director for special projects and times to volunteer.

SNAP (Spay/Neuter Assistance Program) Day Assistant:

Volunteers help on these scheduled days that usually take place quarterly. Volunteers assist vets and vet techs care for animals that are being spayed and neutered, monitor their progress, and care for them until returned to their owners at the end of the day. This would also be a great “service hours” project for high school students.

- Volunteers must be 9th grade and older
- Volunteers must be available on the day of the SNAP event; this is a full day activity.

Special Event Volunteers:

Volunteers can share their time and talent to help make the Humane Society's events a success! Help us staff information booths, pet supply store visits, as well as a variety of fun annual events. These events are a great way to get our animals in front of the public and raise funds for the shelter.

- Some of our events include:
 - Pedal for Paws Bike Ride
 - Car/Dog Wash
 - Garage Sale
 - Other Community Events as scheduled by the Event Coordinator
- A calendar of events are available at the GCHS shelter office; event chair/organizers will contact event volunteers directly to help set up and assist at events.
- This is a great way for younger children to help the GCHS; by attending and helping their parents.

Van Detailing:

With the transporting of animals, hauling cargo and supplies the van can get dirty inside and out. Volunteers can lend a hand by helping us clean the van.

- Volunteers must be at least 21 years old, valid driver's license, and a clean driving record.
- Schedule is flexible; contact the Executive Director if you are interested.

Volunteers Working With Dogs

Dog Walking Guidelines

Application process and release form must be signed and on file before walking dogs. Volunteers will meet with a staff member to receive additional instruction and procedures for walking dogs.

- Appropriate animal handling techniques will be followed at all times in order to increase safety and decrease risk to staff, volunteers, and the public and animals.
- ALL DOG WALKERS must check in with the receptionist upon arrival, sign in and then a dog will be brought to them for walking. Animal Care Staff will have current information on the dog that you are walking and give you any tips. After your walk, if you notice any concerns or behavior problems, please pass that information onto the staff upon return from your walk.
- Staff will make all decision as to which dogs can be walked by the volunteers as directed by the director. Volunteers should never take on a dog that is greater than ½ of your weight. If you are given a dog that you are uncomfortable with, please let the staff person know and volunteers will be given another dog.
- For public safety and the most neutral environment for the animals, shelter staff will bring all leashed dogs being walked into the lobby area. VOLUNTEERS MAY NOT TAKE DOGS FROM THEIR KENNELS. Kennel area is a staff only area unless tours are being given.
- Animals are not allowed off leash or to run/move about freely when moving from one kennel to another whether indoors or outdoors or entering or leaving the building.
- Dog walking can occur anytime between the hours of 8:00 a.m. – to 7:00 pm each day. Dog walking should take a minimum of 15 minutes per dog, but could be longer. Dog walking allows socialization time for the animal and exercise. Enjoy the time with the dog as they are very excited when they are able to leave the kennel and get out for a walk.
- Solo Dog Walkers – Must be at least 16 years of age
Team Dog Walkers – Two people at least 13 years of age (2 people with 1 dog)
- Dog walkers may only walk one dog at a time. If a team walker, only 1 dog for 2 persons.
- When walking out of or returning to the building, be sure that only one dog is exiting/entering kennels at any time. Wait until the entryway is clear before exiting/entering the building with your dog. The dog beginning its walk has the right of way.

- Have the dog firmly under control before leaving the kennel area. A staff person will review appropriate leash handling with all volunteers.
- Before your walk begins, be sure to pick up a plastic bag to use for picking up dog waste.

Where to walk:

- The most common area is the horseshoe shaped area across from the shelter. Don't walk the dogs in the long grassy area near the cell phone tower as there are often wild critters that might startle or excite the dogs.
- The City Water Plant grounds are also off limits as requested by the city of Monroe.
- It is permissible to also walk them down the graveled road around the parking lot of Roth Kase warehouse next door.

While walking:

- **KEEP ALL DOGS SEPARATED AND WELL AWAY FROM EACH OTHER WHEN WALKING.** Some of the dogs can be unpredictable or aggressive, especially towards certain other dogs. And like humans, not all animals get along!
- Give the dog a chance to walk through the cut grassy areas to encourage them to eliminate. Most dogs will need to eliminate while walking. To avoid soiling their kennel, try to walk them until they do. However, some dogs may not need to.
- Longer walks are always preferred, time permitting. Take time to give them some TLC!!! The more human contact they have, the more adoptable they will become.
- Pick up the dog waste with the plastic bags and deposit them at the end of the walk in the dumpster. Be sure to pick up waste EVERY time the dog eliminates! ***GCHS walking privileges in the adjacent areas to the facility could be revoked if dog waste is not picked up while walking dogs!***
- Please do not use your cell phone while walking a dog. Give 100% of your attention to the dog and work on good leash manners.

After the walk:

- After you have finished your walk, please return to the main building and a staff member will take the dog. You may give the dog a treat from the treat jar located in the reception area.

Additional Tips for Working With Dogs

- Dogs are routine oriented, highly social animals and this similarity in their overall behavioral pattern. accounts for their trainability, playfulness, and ability to fit into human households and social situations.
- Dogs thrives on praise and affection. When a master tells a dog that it is good, the animal happily wags its tail. But when a master scolds a dog, it sulks away with a sheepish look and with its tail tucked between its legs.
- Dogs behaving well is largely dependent on how they are trained and how they are treated; consistent positive interactions with dogs help them become more socialized.
- Mixed-breed dogs usually have behavioral traits similar to the breed they most resemble in appearance

Dog Bites:

- Dogs may bite when they feel trapped, crowded by too many people or are fearful, ill or injured. Although over half of all bites are from a dog the victim knows.
- Staring directly into the eyes of a strange dog may be interpreted as a challenge and may actually encourage the dog to bite you.
- If a dog acts aggressive, becomes uncontrollable or acts threatening towards you, stop and stay very still. Do not make eye contact. Speak to him calmly- do not raise your voice. If he approaches you in a friendly manner, allow him to sniff you. Do not make any sudden moves. Once the dog seems comfortable, you may pet him.
- If an incident takes place with a dog that you are walking, report the incident to the staff person immediately; a report will need to be filed.

Children & Animals:

Children benefit a great deal from having a family pet; however, as adults it is important to supervise and teach young children (including infants -pre-schoolers) how to relate to animals.. Here are a few important tips to remember:

- **#1 Keep a Watchful Eye** - a small child should not be left with a pet unsupervised. There is no way to predict how a dog or cat will react to a child who is pulling yanking out the dog's hair or pulling on his tail or ears. Children need guidance to learn how to pet the dog or cat and play nice. **Teach them to NEVER pull ears, yank on tails, grab necks, or give hugs to animals!**
- **#2 Love & Respect** - Teaching proper petting techniques is crucial to a child's relationship with any animal. Show a child how to gently pet a dog or cat instead of rough patting or fur pulling.
- **#3 No Rough Play** – rough housing with a dog can promote growling, nipping, biting and other negative behaviors; injury can occur if children are allowed to play with dogs in this way.
- **Tip #4 Time To Stay Away** - There are certain activities a dog/cat should be left to do alone: eat and sleep. Animals may become angered if they feel threatened when it comes to their food. A young child who tries to get into the dog/cat's food bowl risks getting nipped or bitten. Sleeping dogs/cats do not like to be startled from a deep sleep. This may cause the animal to be disoriented and become aggressive.

Volunteers Working with Cats

Guidelines

Those 13 years of age or older may volunteer – all volunteer guidelines apply – children may not be dropped off without scheduling with the Executive Director. Those under 16 must have parental supervision present. If they accompany their parents, the parent should be the one to remove cats from their cages and are responsible to return the cat to the proper cage. Please be sure to follow the signs on cages that say “please ask for assistance.” If you want to take a cat out of an upper level cage, please ask staff to take the cat out to avoid getting scratched.

Socialization:

Cat lovers are always welcome to cuddle, hold and brush our cats. Cats love attention, cuddling, and play time. This attention makes them more adoptable. Cat toys are available for volunteers to use when interacting with cats and kittens. Please ask staff to get toys or brushes for you. Volunteers may take cats out of 1 cage at a time to socialize. If you don't feel comfortable with a cat, ask someone more experienced to help you.

Water:

If you are helping to water the animals, make sure all water dishes are full of water. If there is food or debris in the water dish, please empty before refilling.

Blankets:

Occasionally cats will mess up their cage, have excess litter on their blankets/towels. If there is an excessive amount of litter on the bedding, please remove the tray from the cage, and the blanket. Each cat cage should have a blanket for the cat to lie on. If the blanket is still clean, leave it, but if it is dirty change it for a new clean one. Please put the dirty blanket in the bathroom by the washing machine. Only volunteers 18 and older may change blankets and should notify a staff member before doing so.

Cat Behavior:

It is important that if you are working with cats, you should be aware of behaviors and their body movements; the importance and meaning behind them.

- Much of a cat's behavior is rooted in natural instincts; cats are territorial.
- **When a cat is frightened, its hair stands up evenly all over his body; can run up to 31mph.**
- **Cats love to hear the sound of their own name and a persons voice – talk to them often.**
- Cats sleep on average 16-18 hours or more a day; 30% of their time grooming
- Normal cat behavior includes scratching, hiding, high spaces; they need lots of activity and toys!
- **Sulking.** Cats portray a sulking expression because they are withdrawing. In hostile situations, the dominant cat always stares at her rival. The cat who looks away doesn't want

to risk increased hostility. When a human stares at a cat, that person becomes the dominant rival. Since the person is bigger than the cat, the cat turns away and surrenders, appearing as if it is sulking. After the sulking stage is over, the cat will usually relax quietly and begin to purr.

- **Showing tummy** - When a cat rolls over and bares its belly, its giving you the ultimate compliment. It's their way of saying "I trust you".
- **Lying low** - If a cat is lying flat or crawling low to the ground, it is feeling sneaky and getting ready to attack. Look out – the "victim" could be your bare feet!
- **Pet me, please** - Experts say cats carry memories of kitten-hood into adulthood. They see people as their own mothers. When you stroke a cat, the stroke may remind her of her mother's tongue grooming her fur.
- **Body size**- When a cat expands their body, they're trying to look as big as possible to their foe. It's a way of intimidating their enemies.
- **Scratching** - Cats in the wild don't have nail clippers, so the way that they sharpen and wear down dull claws is by scratching. Cats also scratch to mark their territory and while they stretch. They may also simply be seeking attention – their way of saying, "Hey, look at me! I exist!"
- **Kneading Claws** –As adults, cats still knead their claws as a comfort activity. This is a sign that they are comfortable and happy, although it's not fully known why this behavior persists into adulthood.
- **Scent Marking and Affection** -A cat's scent glands are located on its head and along its body. When a cat rubs these areas on you, furniture, or any other objects, it is a way for them to mark their territory. By marking its scent, a cat signals to other animals that those items belong to him. Cats will do this whether there are other animals in the household or not.
- **Bunting** - There is also a behavior called bunting, which begins when kittens bump their mother's head with their own looking to nurse. Bunting is considered a display of deep affection.
- **Biting** - Biting is another way that cats communicate with humans. If a cat bites you while petting, it is probably over-stimulated. Stop petting and slowly move your hand away. If the cat is in your lap, take your hands away and allow him to retreat. **There are several signals that precede biting:** a cat's body will tense, their tail will flick aggressively from side to side, their pupils will dilate and their ears will be tucked back. When any of these signals are shown, stop touching the cat and let it move away on its own. For new cats, start with short time periods of petting. Increase the time you pet the cat slowly over time, always stopping if it shows signs of frustration. Also, be aware that some cats just prefer other ways to interact with their owners besides petting. If you have this type of cat, try playing with him more and petting him less.

Cats Body Language:

Learning the sounds that a cat makes and understanding its' body language helps humans to understand their needs and emotions.

Sound Effects

- **Purring** - Cats purr when they're happy, but other emotions can also lead to purring. Felines purr when they are in pain, in fear, or waiting for something to make them happy.
- **Hissing** - A hissing cat is not a happy camper, and should be left alone.

- **Vocalization** -Cat vocalization is one of the ways that cats communicate with each other and with us. Cats have about 100 different vocalization sounds in comparison to dogs 10 vocalizations. A cat will almost never meow at another cat. Cats use this sound for humans. The most common cause of excessive cat vocalization is attention seeking. Many cats learn to meow to signal to you that they need food or water. Increases in vocalization also occur when they experience changes in the household, such as new companion animals, a move, or when cats are changed from outdoor to indoor cats. If a cat meows excessively, however, it could be a sign of an underlying medical problem, one that should be checked out and diagnosed by your veterinarian.

Body Movements:

- **Arched back, fur on end.** Among kittens, this may mean "come play with me!" But with older cats, it usually says "leave me alone," especially when paired with a deep growl, stiff movement or solid eye contact.
- **Kneading with paws.** This behavior is typically seen only in small kittens; most cats find it comforting.
- **Leg rubbing.** This is a natural marking behavior for cats. A cat leaves their pheromones from glands on their face to leave their scent which is comforting to them. Leg rubbing is also a reinforced activity as it usually leads to petting and other favorable attention.
- **Leg movements.** A bend in a cat's forelegs shows that a cat would rather avoid a fight, but will defend itself if need be. If a cat's legs are fully stretched, it's self-assured and prepared to attack. A bend in the hind legs, however, shows indecision, or even timidity.
- **Ears back.** This can mean one of two things: If a feline's ears are back and the posture is steady, it's taking stock of options and preparing for the next move. But if the body is low to the ground, it's probably guilty of mischief.
- **Pricked ears.** In general, this indicates a cat's interest in what's happening in its environment. But there are variations within this behavior and each means something entirely different. A raised head means dominance, a lowered head means submissiveness and a tucked-in head simply means boredom.
- **Twitching tail.** This usually means a cat's excited about something it sees, such as a squirrel outside the window. However, it can also indicate predatory or territorial arousal, which can lead to aggression. If this is the case, leave the cat alone until it calms down.
- **Tucked tail.** This most often indicates a fearful kitty, especially if accompanied by flattened ears, dilated pupils and growling. A fearful cat may scratch or bite. It's better to leave the cat alone.
- **Swishing tail.** Broad swishing of the tail indicates annoyance, while little movements display excitement and curiosity.
- **Quivering tail.** Many believe this is the greatest gesture of love a cat can display. Cats will often reserve this for their favorite person.

Community Service Workers

Community Service Workers (CSW) are important members of the shelter team who provide additional service hours that assist shelter staff in meeting the needs of the shelter animals and facility. CSW are individuals who are fulfilling required community service work due to completing limited job duties as through Workman's Comp; completing probationary hours; or getting limited job skill experience in collaboration with Wisconsin Workforce Development Programs. All CSW must:

1. Complete a volunteer application and follow all general volunteer policies; CSW may not volunteer until they have read the volunteer handbook.
2. Meet with the Executive Director to determine interests, availability and scheduling; review expectations, set up a schedule of hours to be worked, and sign an agreement.
3. CSW must check in when arriving, sign in on the designated CSW sign in sheet, and record their hours; the Executive Director must sign all time sheets.
4. Individuals who have been involved in animal abuse cases may not volunteer.
5. CSW will be put on the staff schedule with assigned hours and duties, and work with assigned staff. **Copies of their time sheets will be available upon request from the Executive Director.**
6. To work with dogs, CSW must be at least 18 years of age, have completed 1:1 training with a staff member on dog handling and walking, and may only walk those dogs not designated as "STAFF ONLY" dogs.
7. All volunteers under 18 years of age must have a parent's signature on all volunteer and release forms. Minimum age to participate is age 14.

Frequently Asked Questions

1. **Why are volunteers required to complete an application?** So that GCHS staff can get to know you better, know what activities you would like to participate in at the shelter, it is important to have an application on file. Information is confidential and not shared with others. Having a database with volunteers also gives us the availability to contact persons with special interests.
2. **Why can't volunteers go into the dog kennels and cages to get out the dogs that they want to walk?** Dogs that come to the shelter have unknown backgrounds. They are under observation by staff to evaluate their behavior and interaction with other dogs, cats, children, and people. Dogs may have been abused so can act or behave inappropriately at times. If animals have been abandoned they will sometimes become depressed. Dogs not used to loud noises and cages can also respond inappropriately. Dogs can also try to escape from the kennel by jumping and running, or can overpower an untrained person, so staff will take animals from their kennels. And occasionally, an animal may become ill and the temperament changes which will also change the status of who can walk the dog. In addition, the kennels are now their home and they can become protective of that home, so it is important to let staff take dogs to and from their kennels. They work with the dogs daily and know their behavior.

In addition, working with animals is considered a high risk activity. For that reason, the GCHS insurance requires additional safety precautions and training to reduce the risk of injuries and accidents to volunteers and the public.

3. **How is GSHC funded?** GCHS is a private, non-profit organization that depends primarily on donations, grants, sponsorships, and bequests for its existence. Please consider giving a regular donation to help us help homeless animals.
4. **Why is an adoption procedure used to adopt pets?** Our adoption procedure focuses on achieving successful, long-term adoptions. The application that potential adopters complete help us match pets to their new "forever home". Selecting the right animal for their new home environment is critical for the family and the new pet. Having to return an animal because it doesn't fit in is traumatic for any animal. So we encourage all adopters to think about what it means to be a long-term responsible pet owner.
5. **Do I have to be a member of GCHS to volunteer?** No you do not have to be a member to volunteer, but we hope that you will want to become a member. Membership entitles you to many benefits including quarterly newsletters with all the current happenings around the shelter, an annual membership, attendance at GCHS events, and the right to vote at the annual meeting. Being a member also gives one the personal satisfaction knowing that with their donation they are supporting homeless animals.
6. **Why do I have to schedule time to come to the shelter?** As in any organization, volunteers are critical to its success. But in order to have an organized and effective volunteer core, it is important to schedule volunteers, at their convenience, so as to have enough volunteers working with staff throughout the week. It is also important for us to know who is coming and when for security and safety reasons.