



THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

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**Volunteer
Handbook**

Table of Contents

Welcome	3
About us	4
History	4
Shelter Evolution	5
Funding	6
Position Statements	7
General Shelter Information	10
Shelter Hours	10
Relinquishment Process	10
Adoption Process	11
Special Adoption Programs	12
Spay/Neuter Information	13
Departments	13
Animal Behavior & Training	13
Customer Service	14
Development	14
Executive Offices	14
Humane Education	14
Investigation & Field Services	15
Kennels	15
Receiving	15
Veterinary Clinic	15
General Volunteer Information	16
Requirements to Volunteer	16
Additional Qualifications	16
Volunteer Benefits	16
Volunteer Training	16
Importance of Following Procedure & Policy	17
Emotional Considerations	17
Volunteer Mentors	17
Parking Garage	17
Weekly Announcements	17
Volunteer Schedule	18
Recording Service Hours	18
Volunteer Programs	18
Basic Level Programs	19
Level 1 Programs	19
Level 2 Programs	20
Level 3 Volunteers	21
Shelter Policies & Procedures	21
Animal Handling	21
Reading Kennel Cards & Supplementary Materials	22
Volunteer Etiquette	22
Volunteer Office	22
Euthanasia Policy	23
Volunteer Human Resources Policies	23
Dress Code	23
Attendance	24
Ending Volunteer Service	24
Disciplinary Procedures	24
Safety Guidelines	25
Hand Washing Policy	26
Accident Reporting	26
Emergency Action Plan	29
Appendix	33

WELCOME

Dear Friend of The Anti-Cruelty Society,

Thank you for choosing to volunteer your time to help the animals of The Anti-Cruelty Society. Your generosity and dedication make a significant difference to our organization and, more importantly, to the dogs and cats in our care.

Last year, The Anti-Cruelty Society came to the assistance of approximately 32,000 animals through various programs and initiatives. These include the animal shelter, our high volume adoption center, veterinary services including a low cost spay/neuter program, cruelty complaint investigation, animal rescue, and animal behavior and training programs. Clearly, these would not be possible without the participation of hundreds of animal lovers like you, who selflessly donated over 32,600 hours in 2010 to help the animals in our care.

You are joining us at a very exciting time, when your assistance is particularly critical to creating a brighter future for our animal companions. Since The Anti-Cruelty Society is committed to finding homes for all adoptable animals that come to us, we are further turning our attention to assist pets that are not yet adoptable through our rehabilitation centers. Just imagine how many additional animals can be rehabilitated and placed in loving homes with your help!

Equally exciting, The Anti-Cruelty Society is performing record numbers of spay/neuter operations, with over 13,000 surgical procedures projected for the coming year. Conducted in the home of Chicago's oldest and largest low-cost spay/neuter clinic, this amazing number of sterilizations prevents the birth of tens of thousands of kittens and puppies for whom there are just not enough loving homes.

Whether you are helping with adoptions, in the veterinary clinic, with special events, in the office, or by opening your heart and home as a foster parent, you can take great pleasure in knowing that you are making a difference in the lives of the animals at The Anti-Cruelty Society.

We hope that your volunteer experience with us is as rewarding to you as it is to the animals for which you will care. Without the help of each and every one of you, our work assisting animals would not be possible.

Thank you!

Robyn Barbiers, D.V.M
President

Lydia Krupinski
Coordinator of Volunteer Services

ABOUT US

The Anti-Cruelty Society, SPCA of Illinois (Society for the Prevention of Cruelty to Animals) is Chicago's oldest and largest animal shelter and veterinary clinic. As a volunteer, the time and effort you contribute in all areas including the shelter, clinic, and special events is vital to ensuring our continuing success and commitment to caring for companion animals.

Our Mission: Building a community of caring by helping pets and educating people.

To achieve this mission, our goals are:

- To prevent cruelty, abuse, and neglect to animals.
- To shelter lost, abandoned, and unwanted animals.
- To place adoptable dogs and cats into good homes in the community.
- To educate the public about responsible animal ownership.
- To prevent the birth of unwanted animals.
- To humanely euthanize animals who are not adoptable due to their health or temperament.
- To provide veterinary care to shelter animals and to offer low-cost spaying and neutering of pets for the community.
- To offer low-cost veterinary care to qualifying individuals in our community.
- To rescue animals that are abused, neglected, abandoned, or mistreated and who are in danger of being hurt or hurting other animals or people.

History of The Anti-Cruelty Society

On the evening of January 19, 1899, a freezing Chicago wind battered the home of Rose Faye Thomas, wife of Chicago Symphony Orchestra founder Theodore Thomas. Thousands of animals huddled in the icy streets without food and shelter and countless numbers of work horses lingered between life and death from overwork and poor treatment. No organization existed at that time to provide for their needs, and Mrs. Thomas knew something had to be done. She called a meeting that night and all in attendance agreed that a new, independent organization should be formed to relieve the plight of Chicago's homeless and abused animals.

The Anti-Cruelty Society developed largely through the support of these first officers who generously gave their time, energy, and financial aid. As The Society grew so did the need for space, and in 1904 a shelter for the animals was established at 90 North LaSalle Street.

In 1906, The Anti-Cruelty Society was incorporated and chartered. Mrs. Thomas was duly elected president at the first annual meeting. In 1916, the "Charity Clinic" was established in the shelter to care for animals of indigent Chicagoans.

The Society reached out to help the city's work horses, which were often beaten and literally worked to death. Watering troughs were maintained throughout the area to ease their thirst; a South Side rest farm

for sick and exhausted horses was established; extra feed and warm blankets were distributed during the winter; and a horse named Beauty and her attendant were posted at the Rush Street Bridge to help heavily loaded horses up the steep incline over the Chicago River. In addition to caring for work horses, The Anti-Cruelty Society also fought to stop the inhumane treatment of animals in the Chicago slaughterhouses as well as provide a shelter for homeless cats and dogs.

The shelter facilities continued to grow and the headquarters were relocated to 155 West Grand Avenue. Later purchased by The Society, this simple frame building housed the Society for 25 years until the completion of the structure at 157 West Grand Avenue in 1936. An addition to this structure was completed in 1954 and named The Hulbert Memorial Annex, which provided additional kennel capacity for dogs and cats, a waiting room for clinic patients, and increased space for the clinic and educational activities.

Shelter Evolution - Making Room for the Animals

The Anti-Cruelty Society has changed over the years to meet the needs of the community. Our commitment to the welfare of animals remains the same and our legacy of humanity and education will continue to benefit future generations. Some of the changes The Society has undergone through the years include:

1980: Large windowed building facing LaSalle Street was constructed, providing:

- Additional kennel space.
- Extension of ambulance services.
- Additional isolation space for sick animals.

1990: An extensive renovation of the clinic area provided:

- Increased capacity for surgical patients and outpatients.

1995: Dog Adoption room, clinic, and second floor offices renovated:

- Removal of old, small cages and replaced with larger, easier to clean runs providing more space for the dogs.
- Additional treatment, recovery, and surgical space.
- Modernized and remodeled the second floor offices.

1996: Receiving and Cat Adoption room renovation:

- Receiving area was reconstructed and modernized.
- Cat adoption room renovated to provide additional cages and updated facilities.

2001: Official opening of the Education and Training Center at 169 W. Grand Avenue, which includes:

- 3 level parking garage
- School of Dog Training Facility
- Mullane Auditorium

2004: Bruckner Rehabilitation Center opens

- A four ward rehabilitation center within the full-service clinic.
- 140 new kennels allows for the care of approximately 1000 additional animals annually.
- The Bruckner Center allows our veterinarians, vet technicians, and volunteers to care for

animals brought to The Society with various illnesses and injuries, such as:

- Cats with upper respiratory infections and other illnesses.
- Dogs with kennel cough and other treatable ailments.
- Care and medical supervision of injuries.
- Newborn and underage kittens and puppies requiring time to grow and mature.

2008: Virginia Butts Berger Cat Clinic opens

- A three ward rehabilitation center for cats infected with upper respiratory infection.
- 100 new kennels allowing for the treatment of countless felines.

2008: Charlotte's Cat Corner opens

- Two separate cageless cat adoption rooms located in the front shelter lobby.
- Allows for additional adoption space of up to 15 cats.

2010: Present

- Exterior building renovations which include the North and East facing shelter walls
- Construction of additional Director and Manager Office Wing
- Renovation and expansion of our Dog Rehabilitation Wing
- Renovation and expansion of our Volunteer Offices

Funding

The Anti-Cruelty Society receives no state or federal funding and instead thrives by the following means:

Contributions:

- Adoption fees, animal relinquishment, merchandise sales.
- The shelter "trough" and donation boxes at special events.
- On behalf of loved ones (honor/memory).
- Corporate and foundation grants.
- Direct mail campaign.

Clinic :

- Low-income client fees.
- Spay/neuter clinic fees.
- Unemployed Program clinic fees

Bequest Income:

Individuals who leave money in their wills or through planned gifts.

Investment Income:

Funds invested and managed by an outside financial firm.

Special Events:

Bark in the Park and It's Raining Cat & Dogs and other adoption and community events.

In-Kind Gifts:

Donations such as towels, toys, food, office supplies are gladly accepted. Please visit our web site, www.anticruelty.org to view our current wish list.

POSITION STATEMENTS

Companion Animals

The Anti-Cruelty Society believes that since companion animals provide people with joy, recognized health benefits, friendship, and are completely dependent on human care, all members of the household should carefully and in full agreement decide to adopt an animal. Ownership carries the responsibility of meeting the physical and social needs of the animal including food, shelter, safety, veterinary care, and companionship. We strongly encourage the identification of all pets through collars with tags and recommend permanent identification methods (i.e. microchips). The owner should be familiar with and follow the existing laws relating to animals such as licensing, leash regulation, rabies vaccination, and waste disposal. All animals should be under proper restraint or control at all times. We discourage the subjection of animals to cosmetic surgery, such as tail-docking and de-clawing, which are unrelated to their health and well-being.

Service Animals

The Anti-Cruelty Society recognizes that certain companion animals can assist special-needs individuals lead more independent lives by helping to perform everyday tasks which would otherwise be difficult or impossible for these individuals. Service animals have been shown to greatly assist people who have physical, visual, or hearing limitations. We feel it is important that during training, and subsequent placement, the service animal's physical, medical, and behavioral needs are always considered and humanely met. We support the use of positive reinforcement training for the teaching of tasks to service animals.

Education and Training

The Anti-Cruelty Society is deeply committed to humane education programs, especially in the primary and secondary schools. Such training should be an integral part of study programs.

The Anti-Cruelty Society continues to support initiatives and dialog aimed at reducing violence and abuse in all of its forms. We recognize the distinct connection between human and animal violence, and believe that by increasing awareness of this link through humane education, we can help more effectively address the violence issues facing society and our animals.

Keeping live animals in schools as pets should be limited by the availability of responsible supervision, proper care and facilities.

We support zoos which encourage education and an interest in animals. Sanitary conditions and adequate habitats must be provided. We encourage all captive animal facilities to achieve and maintain national accreditation standards.

Dog training allows animal owners to learn about the behavior of their pet and how to positively affect changes. We recommend basic obedience training based on positive reinforcement rather than on punishment.

Spay/Neuter

The Anti-Cruelty Society believes spaying and neutering are the most effective ways of overcoming the companion animal overpopulation crisis. Mandatory spay/neuter procedures prior to adoption are supported within The Society and in cooperation with the State of Illinois, other humane societies, and veterinarians. We support early-age (pre-pubertal) sterilizations.

Euthanasia*

The Anti-Cruelty Society remains an open-admissions shelter and we accept all animals that we are legally permitted to hold. While The Anti-Cruelty Society energetically promotes the adoption of shelter residents, we believe not all animals are adoptable due to health status, age, or dangerous behavior. Therefore, The Anti-Cruelty Society may administer euthanasia in accordance with an owner's wish or to prevent further animal suffering. The Anti-Cruelty Society strongly supports the use of the most humane methods available for the intended species. Euthanasia by injection, attended to by trained personnel, is currently recommended for all companion animals and is the only method used by The Anti-Cruelty Society.

**Note that animals are not euthanized for spatial reasons and there is no time limit in which an animal must be adopted.*

Pound Seizure

The Anti-Cruelty Society deplores the requisition of unwanted animals from pounds and shelters for experimental purposes. The availability of animals at a cheap rate for experimentation merely encourages waste of life. We believe the use of pound and shelter animals corrupts the meaning of shelter. We actively oppose legislation permitting these activities.

Animal Research

The Anti-Cruelty Society believes the use of animals for research should be permitted only when there are no known feasible alternatives. Research should be limited to the smallest number of animals of the most suitable species, maintained in sanitary conditions and cared for in a humane manner.

Animals for Sport and Entertainment

The Anti-Cruelty Society supports efforts to assure that animals used for entertainment purposes are not depicted in a brutal manner or treated inhumanely. Live animals should not be used as prizes or premiums.

The Society remains a strong opponent of all forms of animal fighting, and we support law enforcement and prosecutorial activities intended to reduce this wide-spread inhumane practice.

Carriage horse operations, horse racing, and circuses should be conducted in a humane manner and should be inspected by the appropriate authorities to ensure humane care and public safety.

Rodeo events, because of procedures and equipment exposing rodeo animals to cruel treatment and the likelihood of injury, are opposed by The Anti-Cruelty Society.

The Anti-Cruelty Society opposes dog racing because of cruel training methods, the large scale breeding of unwanted dogs required to produce a winner, and because this so-called sport is an inhumane and unjustified exploitation of animals for profit.

Animal Industries

The Anti-Cruelty Society disapproves the system of raising animals in an artificial and inappropriate environment. We believe it is wrong to maintain animals in a manner that causes them discomfort or denies them an opportunity to develop naturally. We oppose any cruelty and abuse in any animal industry and encourage the humane treatment of all animals.

Procedures for the slaughter of animals should be conducted to minimize fear and eliminate pain and suffering.

Hunting and Trapping

The Anti-Cruelty Society opposes the steel jaw leg-hold trap and any other non-selective, inhumane traps. We also strongly oppose the illegal and the indiscriminate hunting of animals.

Protection of Wild Animals and Endangered Species

The Anti-Cruelty Society urges Federal and State wildlife agencies to broaden their protection of all species and encourage citizens to assist in preserving habitat where such species are known to reside. We recommend orphaned or injured wildlife be placed with a licensed rehabilitation facility for care.

Dangerous Dogs

The Anti-Cruelty Society supports legislation designed to protect the public from all dangerous dogs, regardless of breed. Breed specific legislation fails to address the problem of attacks by dogs other than the proscribed breed or breeds and the problem of irresponsible owners.

Wild and Exotic Animals as Pets

The Anti-Cruelty Society believes wild and exotic animals make unsuitable pets and most people are not equipped to properly maintain such animals in a home environment. These animals should be placed with a licensed rehabilitation facility or wildlife sanctuary for care or eventual reintroduction.

Sale of Animals in Pet Stores

The Anti-Cruelty Society is strongly opposed to the sale of companion animals through pet stores and similar outlets (i.e. puppy mills and indiscriminate breeders). Investigations have exposed cruel and inhumane conditions in many such establishments; including overcrowding, filth, inadequate shelter, and lack of food, water, and veterinary care.

The Anti-Cruelty Society supports work being done to enforce licensing and operational requirements of the federal Animal Welfare Act, which would abolish "Puppy mills" as they are now.

Legislation -- Local, State, and National Sponsorship of specific legislation or support and participation on issues shall be reviewed by the Board of Directors as these issues arise and the extent of commitment and resources made available (e.g. financial, oral and/or written testimony) shall be at the discretion of the Board of Directors.

GENERAL SHELTER INFORMATION

Shelter Hours

The shelter is open **every day of the year** for animal receiving and volunteering. There are no adoptions on major holidays, but volunteers are encouraged to come in to help take care of the animals. Shelter and Clinic holidays are as follows:

New Year's Day (January 1 st)	Memorial Day
Independence Day (July 4 th)	Labor Day
Thanksgiving Day	Christmas Eve (December 24 th)
Christmas Day (December 25 th)	New Year's Eve (December 31 st)

Animal Relinquishment Hours:

- 9:00 a.m. – 7:00 p.m. (every day of the year)

Public Adoption Hours:

- Monday-Friday: 12:00 p.m. – 7:00 p.m.
- Saturday/Sunday: 12:00 p.m. – 5:00 p.m.

Volunteer Hours:

- Volunteers can help 7 days a week from 8 a.m. to 7:45 p.m. Specific times and volunteer needs differ for each program; please see each program description.

Planned Relinquishment Program (PREP)

Stress and disease are the two greatest dangers facing an animal in the shelter environment. We can't make these risks disappear but the Planned Relinquishment Program (PREP) can help minimize these risks and create a happy outcome for any pet left in our care. This program assures owners that their pet is vaccinated against common diseases and neutered and ready to go to a new home as soon as someone chooses them from our adoption population.

If a pet is not current on their vaccinations or not spayed/neutered, these services are made available through our clinic at no cost to the owner. If someone chooses to utilize PREP they must agree to make an appointment and keep the animal in their home for a short additional time to allow the vaccines to provide the necessary protection before they are exposed to the shelter environment. Having these necessary steps done in advance of arrival will minimize the time spent in the shelter and help ensure a happy new home for the pet. Owners who are giving up their pets are not required to use the program – it's simply a tool to help the animal be better prepared for entrance into our organization.

Giving up a Pet

When a person surrenders an animal they are informed that:

- The relinquishers may not be able to reclaim the animal and must sign a release form.
- The Anti-Cruelty Society cannot guarantee the animal a new home.
- There is no fee for relinquishment, but they may leave a contribution of their choosing as well as any of the pet's belongings.
- The owner of an extremely ill or dangerously aggressive animal will be asked to sign a consent form to euthanize the animal.
- The animal will be placed in a holding area and scheduled for a physical exam, which could be as early as the same day. *Once the animal passes its physical exam, it will remain in the adoption room as long as it is healthy and sociable.*
- The Anti-Cruelty Society is in constant communication with rescue organizations and will send pure breed or special needs animals to rescue organizations to create room and provide a non-kennel environment for an animal.
- Injured, sick, or young animals will be treated and possibly placed into a foster home or our rehabilitation center until they recuperate.

Processing Stray Animals:

- Strays may be brought to The Anti-Cruelty Society, but will then be transferred to Chicago's Animal Care & Control facility for 'lost pets' processing.
- After a mandatory legal five day hold period at AC&C, animals deemed adoptable might be transferred back to Anti-Cruelty Society and placed in the adoption room.

Adoption Process

Once prospective adopters have informed a staff member or volunteer they would like to adopt a dog or cat, the customer must complete an adoption application. This application requests general information regarding the prospective adopter's responsibilities as a pet owner. Questions ask about past history of pet ownership and how they plan to care for the animal. After the application is completed, the prospective adopter will meet with an Anti-Cruelty Society staff member to complete a screening interview. This step ensures the animal will be going to a good home and will receive proper care.

Certain requirements must be met for the adoption process to continue:

- All members of the household should be present or reachable by phone.

- Adopters must have a valid ID with their current address.
- Adopters must be 18 years of age or older.
- Renters applying for a dog - landlords will be called to verify if the apartment is pet friendly.
- The Anti-Cruelty Society does not place a hold on animals for the general public or for volunteers. Only animals in the adoption rooms are available for adoption and this is on a first come, first serve basis.

If the adopter passes the initial screening, they will move into a counseling session with a staff member or an experienced and trained volunteer. The counseling covers the medical history of the animal and daily care instructions. A contract is signed and the animal may go home with the adopter if they have been spayed or neutered. If not, the animal will have surgery the following business day and may go home with the adopter then.

The adoption fee is \$60 for cats, \$75 for kittens, \$95 for dogs, and \$125 for puppies. The fee includes the following:

- Spay/neuter surgery
- Rabies vaccine
- Distemper vaccine
- Leukemia screening for cats/ Heartworm screening for dogs
- Collar & Anti-Cruelty Society identification tag
- Microchip
- Leash or carrier

Free 30 day pet insurance through Shelter Care

Adoption Match Program

The Adoption Match Program is a tool designed to increase successful adoptions while helping personnel make the best match between adopters and pets. Our goal is to make the adoption process more fluid and guest-friendly by providing volunteers and staff with easy-to-read Adoption Match cards on each pet's kennel. These cards will categorize animals by Novice, Intermediate, Advanced (dogs only), and Special. They help volunteers and staff connect visitors with a pet that best meets their experience, knowledge, and expectations.

The category in which an individual animal is placed is determined after a Behavior Screening Report (BSR) has been generated. Only staff from the Behavior and Training Department have clearance to designate an animal's category and write on their corresponding Adoption Match card. Volunteers and staff are welcome to nominate animals for a changed stage as rehabilitation and enrichment programs impact an animal's personality. These requests should be submitted in writing and given to a B&T staff member.

This program is *not* meant to be used as a screening tool to filter out adopters. Instead – it helps personnel make a good match for adopters while in the adoption room. Too often visitors fall in love with a pet that is not appropriate for their lifestyle and are later denied in the adoption screening process. With this program adopters connect with the animal best suited for them from the onset – and not after they are already attached and then heartbroken when denied.

Special Adoption Programs

Pets for the Elderly

Adopters 60 years and older qualify for our Pets for the Elderly program and the adoption fee is waived if they adopt a cat or dog over three years of age. The Anti-Cruelty Society is reimbursed by the program sponsor, *Pets for the Elderly Foundation*.

Aged to Perfection

Aged to Perfection, to promote the adoption of older pets from the shelter. The Anti-Cruelty Society will reimburse (upon request) the adoption fee of any person successfully adopting any dog or cat seven years of age or older.

Satisfaction Guaranteed Program

This unique program helps to address the adoptions that just don't work out. Satisfaction Guaranteed is a concept that supports our philosophy of guest services and works to instill potential adopters with increased confidence by ensuring guests that in the case of a mis-match they can return the pet within 30 days and have their adoption fee refunded.

Spay/Neuter General Information

- Female dogs and cats are spayed.
- Male dogs and cats are neutered.
- Dogs and cats can reproduce at a staggering rate:
 - Litter sizes may vary from 2 to 10 puppies or 2 to 20 kittens.
 - In 6 years a female dog and her offspring can produce 67,000 dogs.
 - In 7 years a female cat and her offspring can produce 420,000 cats.

These numbers indicate the severity of animal over population. The problem extends to finding good homes for each offspring and ensuring each kitten or puppy (along with the parent) is spayed or neutered to prevent further births.

Due to reproducing animals and negligent owners, over 40,000 animals enter Chicago shelters each year. This is an important indicator of how vital it is to be a responsible pet owner and help control the pet population. Volunteers, pet owners, veterinarians, shelters, and rescue organizations around Chicago are working together to limit animal reproduction and find good homes for adoptable animals through high volume programs.

- The low cost spay/neuter clinic is where this safe and common operation is performed by a veterinarian to prevent animals from reproducing.
- The Anti-Cruelty Society fees include \$10 for cats, \$70 for male dogs and \$90 for female dogs. Feral cats and Pit Bulls are free.
- Dogs and cats can be safely spayed or neutered as early as 8 weeks of age depending on the health of the animal.
- The procedure takes 15 to 30 minutes and in most cases the animal can go home the same day. Most

animals recover quickly and are back to their normal behavior within a few hours.

Spay/neuter surgery can prevent problems such as territory marking, dominance, aggression, roaming instincts, and can prevent serious and costly health problems.

- Females run a risk of contracting uterine, ovarian, mammary cancer, and life-threatening pyometra (inflammation of the uterus).
- Males are prone to testicular cancer and prostate problems.

DEPARTMENTS

Animal Behavior & Training

Provides a variety of services involving training and behavior evaluations.

- Obedience classes are offered for all dogs/puppies:
 - Puppy (7 weeks): puppies 10 weeks to 5½ months old.
 - Basic Beginner (8 weeks): dogs at least 6 months old and altered (spay/neuter). Teach commands and solutions to problem behaviors.
 - Intermediate and specialty classes are also available.
 - Tuition fees and class schedules are available online and from AB&T Staff.
 - *After three months of experience, volunteers may participate in classes for free. A \$50 deposit is required but returned upon completion of the class.*
- A free behavior telephone hotline to discuss pet problems. Questions they may assist with include:
 - House-training your dog or litter training your cat.
 - How to handle a yapping dog or a destructive cat.
- Conduct temperament evaluations including:
 - Private evaluations requested by an owner (for an affordable fee).
 - Behavior Screening Reports (BSR) commonly performed on animals in the shelter. This is a series of tests to determine the most suitable home for each animal. For example, will the dog get along well in a home with children or with other animals?
- Behavior and training resource and reference materials are available by request for any volunteers wanting to read books, magazine articles, or view videos on specific topics of interest.

Customer Service

Located in the main lobby of the shelter at 510 N. LaSalle Street, the customer service desk, boutique, and shelter switchboard are all housed here. Customer Service employees are responsible for:

- Greeting and directing the public and answering general questions.
- Collecting adoption fees and issuing adoption contracts.
- Distributing free identification tags.
- Answering calls.
- Accepting donations.

- Maintaining shelter records.
- Sell merchandise and assist with The Anti-Cruelty Society boutique operations.

Development

The development department oversees marketing, fund raising, and special event responsibilities including:

- Development and fund-raising initiatives.
 - Direct mail campaigns.
 - Mailings to donors.
 - Special initiatives for physical plant improvement and other priorities.
- Media relations.
- Coordinate special event planning.

Executive Offices

The executive offices are located in the 157 W. Grand Avenue building and include the offices of Dr. Robyn Barbiers, DVM, President and David Dinger, Vice President of Operations.

Humane Education Department

Presentations are made to community and school groups each year free of charge. The humane education department reached over 20,000 people in 2010 with their messages including:

- The importance of being responsible, caring, and respectful of animals.
- How to care for companion animals.
- How to act when approached by a stray animal and how to help an injured animal.
- Help control the pet population by having your pet spayed/neutered.
- How to identify the problems of abuse, neglect, and fighting of animals.

The Humane Education Department also oversees development and publication of:

- The Anti-Cruelty Society quarterly news magazine.
- Various program/service brochures and educational materials.
- The Humane Education Department library of animal-related subjects is maintained and available for use by anyone. Any parties interested in receiving materials produced by The Anti-Cruelty Society should contact the Humane Education Department for more information.

Investigation & Field Services

The Anti-Cruelty Society has state-approved Humane Investigators who enforce state humane care laws. Field Service agents investigate complaints and pick up strays or owned animals for surrender.

Anyone can call in a humane complaint providing Anti-Cruelty Society the address, location, and description of the problem. Reports are strictly confidential and callers are not required to leave their name or telephone number.

Field Services also:

- Transfers stray animals brought to/from Anti-Cruelty Society to/from Chicago Animal Care & Control.
- Transports woodland and waterfowl animals to nature rescue sites.

Kennels

The Kennels staff is responsible for:

- Cleaning and feeding of shelter animals in holding and adoption rooms.
- Assisting the public in the adoption rooms and through the adoption process.
- Conducting adoption screens and counseling interviews.
 - 4,413 animals were adopted from Anti-Cruelty Society in 2010 (1613 dogs and 2800 cats).

Receiving

The Anti-Cruelty Society is an open admission shelter and accepts any animal of any species, in any condition and will turn no animal away. On average The Anti-Cruelty Society receives between 15 and 20 animals daily.

- Receiving is located in the main lobby of the shelter at 510 N. LaSalle Street and is open from 9:00 a.m. to 7:00 p.m. seven days a week, 365 days a year.

The Receiving Department is responsible for:

- Animal relinquishments
- Foster returns
- Animals whose owner consented to or requested euthanasia.
- Animals sent to breed or other rescue organizations.
- Wildlife released or transferred.

Veterinary Clinic

- Low-cost spay/neuter services for cats and dogs
 - Open to the public (advance appointment is required).
 - Fees are \$15 for cats, \$50 for male dogs, \$70 for female dogs. Feral cats and Pit Bulls are free.
 - 12,264 spay/neuter surgeries were performed in 2010.
- Provide complete veterinary care for animals belonging to owners on a fixed income or whose family income falls below the poverty line.
 - Services are offered at fees far below those of private clinics.
 - Income qualifications are strict due to the high number of patients.
 - 1,894 patients were seen by Anti-Cruelty Society veterinarians in 2010.
- Other clinic responsibilities for shelter animals include:
 - Physical examinations
 - Treatment
 - Spaying/neutering of all shelter animals
 - No cosmetic surgery is performed, this includes de-clawing, tail docking, and ear cropping.

GENERAL VOLUNTEER INFORMATION

Requirements to Volunteer

- Must be 18 years of age or older
- Volunteer at least 5 hours per month
- Remain active for 1 full year
- Complete all orientation and training
- Follow all Volunteer Department guidelines and policies
- Purchase a volunteer t-shirt (\$10) and wear while volunteering

Additional Qualifications

- An understanding and passion for animal welfare issues
- Strong verbal communication
- Ability to work well independently and within a team
- Exceptional customer service skills
- Attention to detail
- Ability to lift at least 15 pounds
- Ability to stand for long periods of time
- Ability to navigate stairs

Volunteer Benefits

- Spending time with animals who need love and attention
- Continuing education lectures by staff members and field experts
- Career experience
- Seasonal parties and gatherings
- 10% discount in The Anti-Cruelty Society Boutique on all merchandise.
- Discount on training classes.
- 10% Discount on Shelter Care Pet Insurance

Volunteer Training

1. **Application:** Prospective volunteers complete a Volunteer Candidate Application on the shelter's website. Pending approval, applicants are invited to attend Volunteer Orientation. Applicants are also asked to read the Volunteer Handbook in preparation for the meeting.
2. **Volunteer Orientation:** During this meeting held at The Society, applicants learn more about the organization and volunteer programs. At the conclusion of the session, volunteers choose which program to begin their In-Shelter Training. The next training date is scheduled at the end of the orientation.
3. **In-Shelter Training:** In this hands-on training, volunteers learn the tasks and procedures for working in their chosen program. This training session is led by a staff member or experienced volunteer who will

provide the training, knowledge, and skills needed to participate in a particular program. Prior to attending the In-Shelter Training, volunteers are asked to review their respective program manuals in preparation for the session.

- Volunteers should not work in a program or assist in an area of the shelter or clinic in which they are not trained.
- Volunteers should be trained for one program initially. After logging 25 volunteer hours volunteers are encouraged to train for and assist in additional programs.

Importance of Following Procedure and Policy

As a volunteer it is important to follow all procedures and policies. These have been compiled from the knowledge and experiences of other Anti-Cruelty Society volunteers and staff. They have been created in an effort to protect the animals and people who interact with them. Adhering to these procedures will assist you with your volunteer responsibilities.

Volunteers are also asked only to work in their trained volunteer program as authorized by the Volunteer Department. At no time can a volunteer bring an unauthorized guest with them for a volunteer program activity.

Emotional Considerations

Some of the dogs and cats you work with may be un-adoptable and therefore may be chosen for euthanasia. You must be able to focus on what you *can* do to make each animal you work with as comfortable as possible. We ask that you provide as much loving care as you can during each pet's stay with us. Please show consideration to the shelter staff who are directly involved with the making of these difficult decisions.

Volunteer Mentors

Experienced volunteers wear a yellow badge signifying that they are volunteer mentors. These volunteers are here to answer questions or assist new volunteers. You can check a mentor's schedule on the Volunteer Scheduler on the Anti-Cruelty website. New volunteers are encouraged to schedule their first volunteer sessions when a mentor is available.

Parking Garage

- The parking garage entrance is located just south of Grand Avenue on Wells.
- The parking garage opens as early as 7:45 am
- Parkers will have to take a ticket which *does not* need to be validated upon exit
- The parking garage is closed for *incoming cars* at 7:00 p.m. on weekdays and 5 p.m. on weekends. After these times, street parking is available. You are able to exit the garage until 7:45 p.m. daily.
- Unauthorized cars left overnight will be towed.

Weekly Announcements

Each week the Coordinator of Volunteer Services will send out a Volunteer Announcement newsletter which chronicles the many events, updates, and news taking place throughout the shelter. Within these announcements volunteers will find important information regarding program and policy changes. In addition, special events and project recruitment announcements are also made in this weekly e-mail. Volunteers should take the time each week to review the newsletter's contents and address questions to the Coordinator of Volunteer Services.

Volunteer Schedule

Each volunteer program differs in regards to scheduling requirements. All adoption, clinic, advanced, and some supplementary programs require volunteers to pre-schedule their volunteer days and times on our website. Your In-Shelter trainer will alert you to whether your program has this requirement. Volunteers in programs where this is not required are still encouraged to utilize this feature to help plan service hours.

To pre-schedule your volunteer hours visit the following link and use the password "ilovepets:"
http://www.anticruelty.org/site/epage/45776_576.htm

Recording Service Hours

Volunteers are required to record their hours on our database website Volunteer2 each day that they serve with the organization. Hours can be logged at the computer station in the volunteer office or from a home computer. The website is located at the following url: <https://web.volunteer2.com>

The Volunteer Services Department closely monitors logged hours and use these as reference for contacting volunteers. Those volunteers who are not meeting their monthly 5 hour requirement, or who are not remembering to log hours, will be deactivated and unable to continue their volunteering without contacting the Volunteer Services Department.

Logging your hours is important as it helps our administration assess program needs. In addition, total hours are reported monthly to national databases and are used for grant applications. We also use logged hours as reference in preparation for our annual Volunteer Recognition Week held each April.

VOLUNTEER PROGRAMS

Basic Level Programs

These are programs which are supplementary to other shelter initiatives and do not require an in-shelter training session or minimal hours to participate.

Busy Fingers: A monthly sewing circle which handcrafts bedding and accessories for shelter animals. This includes dog bandanas, cat blankets, and carrier covers. No sewing experience is necessary to participate. The Busy Fingers meet once a month, usually on a Tuesday evening, to create accessories for the animals.

Foster Volunteering: Volunteers provide loving homes to animals that are young, sick, or under-socialized and cannot be currently placed in an adoption room. These volunteers act as an additional lifeline which allows foster animals the opportunity to thrive outside of the shelter in preparation for adoption. For additional information on foster volunteer requirements and an application visit The Anti-Cruelty Society website, or contact the Volunteer Services Coordinator.

Garden Guardians: Volunteers lend their green thumbs to plant, water, and the general upkeep of the Shapiro Courtyard Garden. Candidates for this program should have a basic knowledge of gardening and be able to lift up to 20 pounds. Gardening events are announced seasonally in the weekly volunteer announcements.

Pet Visitation: Volunteers and their personal pets visit a community organization with a member of our Humane Education staff and share their dog's love and affection with others. Candidates must be able to provide their own transportation and have a dog in their care with a Canine Good Citizen Certification.

Special Events: Volunteers in this program assist special events staff execute fundraisers, adoption events, and other off and onsite activities. Throughout the year The Anti-Cruelty Society sponsors and participates in events all around the Chicago area. We rely on volunteers to help plan, implement, and staff these events. Candidates for this program must have exceptional personal presentation and customer service experience.

Level 1 Programs

Volunteers must complete an in-shelter training session to participate in one of the programs below. Once a volunteer completes 25 hours in their respective program they have the option to advance to the next level or cross-train into a new program.

Volunteer Guides: Volunteers act as ambassadors of the The Anti-Cruelty Society by providing exceptional customer service to everyone who visits the shelter. These volunteers serve as greeters in the adoption center lobby, answer visitor questions, and take photos of adopters and their new pets. Candidates for this program should be outgoing individuals who can create an inviting atmosphere for anyone entering our building and should have basic knowledge of computers. In addition, volunteers in this program are required to pre-schedule their hours.

Cat Adopts: Volunteers in this program provide assistance to visitors in the Cat Adoption room by handling cats for visitors, answering questions, and helping with adoption applications. Candidates for this program should feel comfortable working with the public and be able to lift up to 20 pounds.

Cat Care: Volunteers provide additional care, grooming and human interaction to cats in the Cat Adoption room in an effort to help alleviate their stress and maintain their health and sociability. Volunteers who complete 25 hours in this program have the option to train in advanced Cat Care levels which equip volunteers to work one on one with special needs cats. Candidates for this program should have experience handling animals and be able to lift up to 20 pounds.

Dog Adopts: Volunteers in this program provide assistance to visitors in the Dog Adoption room by handling canines for visitors, answering questions, and helping with adoption applications. Volunteers also help to match adopters to the appropriate dog. Candidates for this program should feel comfortable working with the public and be able to lift up to 25 pounds.

Dog Care: Volunteers provide additional care, grooming and human interaction to dogs in the Dog Adoption room in an effort to help alleviate their stress and maintain their sociability. Volunteers who complete 25 hours in this program have the option to train in advanced Dog Care levels which equip volunteer to teach dogs basic commands used by our Behavior and Training Department. Candidates for this program should have experience handling animals and be able to lift up to 25 pounds.

Level 2 Programs

Volunteers must log at least 25 hours in a Level 1 Program to cross train into Level 2. Note that Cat Care and Dog Care programs also require that volunteers pass an online assessment.

Petographers: Volunteers in this program promote the adoption of dogs and cats by photographing and writing bios for animals currently available for adoption by uploading them onto our website. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. Volunteers in this program do not have to provide their own equipment - but an eye for aesthetics and good writing skills are a must. In addition, volunteers in this program are required to pre-schedule their hours.

Physical Examinations: Volunteers work in the shelter clinic to assist veterinarians as they conduct physical examinations of animals prior to their approval for adoption. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. In addition, volunteers should be able to lift up to 40 pounds, stand for long periods of time, and comfortably climb stairs. Volunteers in this program are also required to pre-schedule their hours.

Post Surgical Recovery: Volunteers work in the clinic to assist with the post surgical recovery of cats and dogs. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. In addition, volunteers should be able to lift up to 40 pounds, stand for long periods of time, and feel comfortable witnessing surgical procedures. Volunteers in this program are also required to pre-schedule their hours.

Cat Care II: Cat Socialization: Volunteers who have completed 25 hours in Cat Care Level 1 can advance to Level 2. Within this advanced program volunteers work with special needs cats one on one to draw them out of their shells while giving them additional attention. Volunteers in this program should have availability before or after public adoption hours.

Dog Care II: Finishing School: Volunteers who have completed 25 hours in Dog Care Level 1 can advance to Level 2. Within this advanced program volunteers work one on one with shelter dogs to teach them basic

obedience and etiquette. Volunteers in this program should have availability before or after public adoption hours.

Volunteer Mentors

At the Level 2 rank, some volunteers will be asked to carry out volunteer mentoring duties including:

- Answering questions and assisting new volunteers.
- Make their volunteering schedule available on the website scheduler so inexperienced volunteers can schedule their time when an experienced volunteer will be available.
- Will wear a yellow badge to signify their mentor status

Level 3 Volunteers

With the approval of both shelter managers and the Coordinator of Volunteer Services, some experienced volunteers will be invited to join the level 3 program. Level 3 volunteers will have special approval to carry out duties beyond those outlined in this handbook. This program is by invitation only and is project specific. Level 3 volunteers will wear a volunteer t-shirt *and* a staff name badge.

SHELTER POLICIES & PROCEDURES

Animal Handling

All volunteers undergo extensive animal handling training in their assigned In-Shelter Training session. Volunteers are expected to perform all handling as instructed by volunteer mentors and staff. Volunteers who work beyond specifications will be corrected verbally, and if mis-handling continues, may be asked to switch to a non-animal interaction program.

Sick animals are kept in isolation wards, which are off limits to everyone but approved volunteers. Their diseases are highly contagious to other animals and sometimes to people (e.g. ringworm). If a staff member has given permission to enter these rooms, please remember to wash your hands thoroughly before and after touching any isolation animal.

Obedience Training

Only select volunteers have the authority and training to provide verbal cues when training shelter animals. Volunteers who train in the Dog Care II program are taught our obedience training methods using positive reinforcement techniques and are the only group given permission to practice commands such as “sit,” “down,” “stay,” etc. We ask for other volunteers to refrain from using vocal commands so that we can maintain a consistent training environment for our canines.

Reading Kennel Cards & Supplementary Materials

Kennel cards document everything a volunteer needs to know about an animal. Beyond looking whether an animal has a blue or red collar, which designates their sex as male or female, volunteers should always read

kennel cards and Behavior Screening Reports *before* removing an animal from their kennel.

Volunteer Etiquette

- The Coordinator of Volunteer Services is the main point of contact for volunteers.
- Please be polite and respond courteously when speaking with visitors and staff.
- The Coordinator of Volunteer Services should be contacted if there has been a negative confrontation between volunteers and/or staff members.
- If unsure of an answer, policy, or procedure, please ask the Coordinator of Volunteer Services. If they are not currently available ask the shelter manager on duty.
- If a media representative approaches you while at The Anti-Cruelty Society, direct them to a Customer Service representative and a spokesperson will be paged.

Volunteer Office

Volunteer Offices Uses

Volunteers use this area for information and communication, storage, and other in-shelter needs including:

- Accessing the www.myvolunteerpage.com web site to log hours.
- Storage of identification badges and volunteer belongings.
- Storage of training manuals for all Anti-Cruelty Society volunteer programs.
- Storage of supplies for various volunteer programs.
- Listing of upcoming events, volunteer needs, and other information..
- Use of the office, computers, and multi-purpose room for various Volunteer Program activities.
- Socialization of dogs or cats.

Volunteer Office Guidelines

- Lockers are provided to use as storage while volunteering at The Anti-Cruelty Society. Volunteers should bring in their own locks to secure personal items.
- Purses and wallets should not be left in the volunteer office unless placed and locked in a locker. The Anti-Cruelty Society is not responsible for any lost or stolen items. Please be smart.
- Personal locks must be removed prior to leaving the building.
- Volunteers donating items should follow the posted Donation Instructions found in the office.
- Please keep the office as neat as possible; many volunteers use this area and it is important for it to remain in good shape.
- If you are socializing a pet in the office please be sure to hang a “loose cat” or “loose dog” sign on the door so that others entering the space know there is an animal present. Volunteers are also responsible for cleaning up after the pet in the space.

Euthanasia Policy

The Anti-Cruelty Society is an open admissions shelter, accepting all animals, regardless of their condition. As such, many animals that are surrendered are too sick or too behaviorally unstable for adoption. These animals are euthanized at intake to protect other animals and people.

The Anti-Cruelty Society also performs euthanasia as a service to the community—it is not uncommon for an owner who adopted from Anti-Cruelty Society to bring their pet to us at the end of that pet's life to be euthanized.

Euthanasia is as difficult for the volunteers to experience as it is for the staff. Realize that staff members make the decision to euthanize an animal only after assessing all relevant factors including health, condition, and behavior. Volunteers will not be involved with any euthanasia procedures as these are performed by trained and licensed staff. The method used by The Anti-Cruelty Society to euthanize animals is a lethal injection of a drug called sodium pentobarbital which causes death quickly and painlessly.

Please be considerate and sensitive of staffs' feelings and decisions. Publicly criticizing or second-guessing these decisions is detrimental to the organization and is grounds for termination as a volunteer from Anti-Cruelty Society.

VOLUNTEER HUMAN RESOURCES POLICIES

Dress Code

The following requirements are in place for volunteer safety. When in doubt, use common sense when dressing for the shelter.

- Anti-Cruelty Society Volunteer t-shirts should be worn while volunteering, both at the shelter and at off-site events. Shirts are \$10 and can be purchased at the customer service desk after the completion of In-Shelter Training. Note that a trainer or ID Badge must be present to purchase a tee.
- Wear comfortable clothes. If you do not have a Volunteer Shirt available, wear something that includes The Anti-Cruelty Society logo. These items can be purchased at the shelter store using your 10% discount.
- Closed-toe, rubber-soled shoes are required.
- Long pants must be worn when volunteering at the shelter and clinic even during the warmer times of year.
- Volunteers are required to wear their ID Badge at all times. When not in use, volunteer ID badges should be stored in the volunteer office.
- Hats should not be worn by volunteers while working in the shelter as they obscure your identity and may also frighten some of the animals.
- Volunteers who do not adhere to dress code policies during their scheduled volunteer time will be asked to change or leave the building. Volunteers who repeatedly come in out of dress code may face permanent dismissal.

Attendance

Volunteers scheduled to perform specific functions on an assigned day make a commitment to the requesting staff member or event coordinator. Volunteer who are unable to follow through with their assignment should contact the organizing staff member or volunteer mentor no less than 24 hours before

the scheduled date. Volunteers who do not attend a scheduled activity repeatedly will receive a warning and with continued abuse will be dismissed from the Volunteer Program.

Ending Volunteer Service

Volunteers looking to complete their volunteer service commitment should contact a member of the Volunteer Services Department to complete an exit survey. These surveys allow exiting volunteers to anonymously share their insights and suggestions with staff in order to improve the volunteer experience.

It is important that all volunteers understand, agree to, and comply with all Anti-Cruelty Society policies and guidelines. Any violation of these policies or questioning of Anti-Cruelty Society staff and their decisions will result in the disciplinary procedures outlined below. Examples of problems that will result in termination include but are not limited to:

- Careless, negligent performance of volunteer duties.
- Substance abuse or stealing.
- Discourtesy to or harassment of a volunteer, staff member, or visitor.
- Abuse, neglect, or disregard of animals or their care.
- Working outside of an approved volunteer program or a program a volunteer is not sufficiently trained.
- Assisting people who do not qualify for adoptions to “beat the system.”
- Making public statements which contradict The Anti-Cruelty Society mission and policies or reflecting substantive discontent with the mission and policies.

Disciplinary Procedures

If a problem arises concerning the performance or behavior of a volunteer, The Anti-Cruelty Society has established formal procedures to ensure that the volunteer in question is treated fairly and in a consistent and sequential manner. At any point in the process, the volunteer may approach the Volunteer Coordinator with concerns. The Volunteer Coordinator and Director of Volunteer Services may also at any time bring the matter to The Anti-Cruelty Society’s Human Resources Department.

The objective of these procedures is to provide the volunteer in question with:

- A clear understanding of his or her shortcomings and a documented method for correcting problems.
- Notification that his or her participation as a volunteer may be in jeopardy and, in some cases, establishing a time period during which corrections must be made.

The steps in the process include:

1. **Oral Warning** – The Volunteer Coordinator will meet with the volunteer and outline the areas of concern. The procedure for correcting problems will also be discussed. A written copy of this discussion will be provided and placed in the volunteer’s file. The volunteer has the right to attach their written comments to this document.
2. **Written Warning/Probation** – The Volunteer Coordinator and Director of Volunteer Services will meet with the volunteer to discuss problem areas. At that time, the volunteer will receive a written description of the problem, a summary of any previous warnings, an outline of the corrective action

required and stated time period for making improvements. The volunteer will be required to sign this document, indicating that it has been received and that they understand its meaning. The volunteer has the right to attach their written comments to this document. Copies of this and related documents will be kept in their volunteer file.

3. **Termination** – If the volunteer fails to correct the problem within the stated period of time, their volunteer position will be terminated.

The existence of this progressive disciplinary policy does not mean that it will be followed in all cases. In events where, after investigation, The Anti-Cruelty Society determines that a volunteer's behavior has harmed or has created a risk of harm to the health, safety, welfare or property of its employees, volunteers, animals, visitors or the Society, The Anti-Cruelty Society reserves the right to suspend or terminate a volunteer immediately.

Volunteer Grievance Procedure

The Anti-Cruelty Society aims toward building an external *and* internal community of caring. For this reason we strive to make volunteers feel comfortable in their positions, have a sound relationship with other personnel, and feel that their rights and responsibilities are being respected.

The procedures below are to be used as tools to further improve performance quality and develop relations between volunteers and staff.

1. Informal Procedure

Policy questions: Volunteers are encouraged to address questions of procedure or policy directly with their supervising manager/s. If the question is not addressed the volunteer should proceed to following the formal grievance procedure.

Personnel complaints: Volunteers should discuss the complaint informally by initiating discussion with the volunteer or staff person concerned and/or the supervising manager at the time of the incident. If there is a grievance that cannot be worked out directly with the other party than the formal procedure below should be followed.

2. Formal procedure

All formal grievances should be raised with the Volunteer Services Department through submission of the Grievance Form which is found at the end of this document. Forms should be turned in no later than 7 days from the incident's occurrence. The department staff will look into the grievance within 10 working days of receiving the form. The department staff may consult with other members of the management staff or directors.

Volunteers should note that submitting a grievance form may not always result in policy changes or disciplinary action against the offending party.

The Grievance Form will be located in the file organizer across from the office of the Coordinator of Volunteer Services. All completed forms should be returned to the top tier of the file organizer for processing.

SAFETY GUIDELINES

In order to comply with OSHA's "general duty clause", The Anti-Cruelty Society has established general safety rules and guidelines for staff and volunteers.

Keeping Yourself and Your Pets Safe

The best protection for your pets at home is to make sure they are up to date on all necessary vaccines before you begin volunteering. It is also good practice to change out of your volunteering clothes while still at the shelter.

Equipment Storage

All equipment should be cleaned and properly stored when not in use. For example, grooming supplies and other sharp objects should be placed in a closed drawer or with the points down in a container.

Exits and Passageways

- Volunteers should be cautious around corners and stairway exits and when opening doors into hallways. If the door has a window, volunteers should check for people, animals or obstructions before opening.
- Always use handrails when using stairs or ramps.
- Either completely close or completely open doors.
- All exits, stairways and halls should be free of clutter and not used as storage areas.

Hand Washing Policy

Wash hands when:

- visibly dirty or contaminated
- before eating
- after using restroom
- before and after direct animal contact or contact with bodily fluids
- after removing gloves

Use the Centers for Disease Control and Prevention (CDC) guidelines for proper hand washing –

When washing hands with soap and water:

- Wet your hands with clean running water and apply soap. Use warm water if it is available.
- Rub hands together to make lather and scrub all surfaces.

- Continue rubbing hands for 15-20 seconds. Need a timer? Imagine singing "Happy Birthday" twice through to a friend.
- Rinse hands well under running water.
- Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet.
- Always use soap and water if your hands are visibly dirty.

If soap and clean water are not available, use an alcohol-based hand rub to clean your hands. Alcohol-based hand rubs significantly reduce the number of germs on skin and are fast-acting. When using an alcohol-based hand sanitizer:

- Apply product to the palm of one hand.
- Rub hands together.
- Rub the product over all surfaces of hands and fingers until hands are dry.

Accident Reporting

If at any time while volunteering you are injured, please connect with a manager and a representative from the volunteer department immediately. This may include, but is not limited to: trips, slips, falls, cuts, abrasions, sprains, breaks, or scratches.

Animal Bite Reporting

If you are bitten by a dog or cat, notifying a supervisor and completing an incident report is required by state law. Notify the Volunteer Coordinator or Director immediately. If they are not present, speak with the customer service representative at the front desk and ask for the manager-on-duty.

Animal Handling & Restraint

Proper restraint is critical to prevent injuries to both volunteers and animals and to minimize stress. Volunteers should obtain assistance when there is a known aggressive animal, an animal showing aggressive behavior or when the volunteer feels uncomfortable handling the animal by themselves.

All volunteers will be trained on animal behavior to help them identify aggressive behavior. If the volunteer's position involves animal handling, they will be trained in proper restraint.

- Follow your cautious instincts.
- Do not handle any animals that you are unsure of, **ask for help!**
- Under no circumstances should animals be socialized with one another unless they are in the same cage. This policy is in place to prevent the spread of disease as well as aggression toward other animals.
- Only potential adopters who bring their own animals in for a "meet and greet" may have their dogs socialize with Anti-Cruelty Society animals. Under no circumstances is a non-shelter dog allowed in any of the adoption kennels. Meet and greets are conducted in the courtyard or lobby area.

Infection Control

An infection control plan helps reduce the potential spread of infectious disease to our staff, volunteers, clients and animals.

Personal protective actions and equipment

- **Hand hygiene:** Wash hands before and after each animal encounter and after contact with feces, blood, body fluids, secretions, excretions, exudates or articles contaminated by these substances. Wash hands before eating, drinking or smoking; after using the restroom; after cleaning animal cages or animal-care areas; and whenever hands are visibly soiled. Liquid hand sanitizers may be used if hands are not visibly soiled, but hand washing with soap and running water is preferred. Keep fingernails short. Avoid artificial nails or hand jewelry when handling animals. Hand-washing supplies should be well-stocked at all times by an employee responsible for the area.
- **Use of gloves and sleeves:** Gloves are not necessary when examining or handling normal, healthy animals.
- **Footwear:** Shoes or boots should have thick soles and closed toes and be impermeable to water and easily cleaned. Disposable shoe covers should be worn when heavy quantities of infectious materials are present or expected.
- **Bite and other animal-related injury prevention:** Take precautions to prevent bites and other injuries. Identify aggressive animals and alert appropriate staff. Use physical restraints, muzzles, or bite-resistant gloves with practice policies. Do not rely on owners or untrained staff or volunteers for animal restraint.
- **Handling laundry:** Wear gloves when handling soiled laundry. Wash animal bedding and other laundry with standard laundry detergent and machine dry. Use **separate** storage and transport bins for clean and dirty laundry.

Protecting Your Health:

Protecting your health and the health of the animals is very important. In rare occasions, it may be possible for certain diseases to be passed between humans and animals.

To reduce this risk, all Society personnel – including volunteers, interns, staff and researchers – who have direct animal contact must notify their supervisor if any of the following conditions are present:

- Pregnancy
- Immunological Compromise
- Performance Modifying Medications

If you have been exposed to, currently suffer from, or exhibit any symptoms or signs of any disease which can be transmitted between humans and animals, masks and gloves **must** be worn while working in the shelter. This includes, but is not limited to:

- Recurrent or persistent diarrhea
- Upper respiratory infections
- Oral fever blisters or cold sores

- Common childhood diseases such as measles, mumps, or chicken pox
- Influenza

Security

The Anti-Cruelty Society is committed to providing a safe and healthy work environment and has established a Security and Workplace Violence Plan to prevent, or minimize as far as possible, acts of violence against employees and volunteers.

Prohibited Behavior

To provide a safe and violence-free workplace, The Anti-Cruelty Society prohibits any employee or volunteer from engaging in any act either on company premises or during the performance of work-related duties that:

- Threatens the safety of another employee, volunteer and/or visitor
- Affects the health, life or well-being of an employee, volunteer and/or visitor
- Results in harm to an employee, volunteer or visitor

Such acts include, but are not limited to:

- Threatening, intimidating, coercing, harassing or assaulting another person
- Sexually harassing an employee, volunteer or visitor
- Carrying weapons or bringing a weapon on the property (per state and local laws)
- Allowing unauthorized persons access to the building or confidential information without management permission
- Using, duplicating or possessing keys to the building or offices within the building without authorization
- Stealing, or attempting to steal, property of The Anti-Cruelty Society, another employee, volunteer or visitor
- Damaging, or attempting to damage, property of The Anti-Cruelty Society another employee, volunteer or visitor

If a volunteer is confronted with a potentially violent situation, the following guidelines should be considered:

- Present a calm, caring attitude
- Don't match the threats
- Don't give orders
- Acknowledge the person's feeling (for example, "I know you are frustrated")
- Avoid any behavior that may be interpreted as aggressive (for example, moving rapidly, getting too close, touching or speaking loudly).
- Be alert
- Don't isolate yourself with a potentially violent person
- Always keep an open path for exiting, don't let the potentially violent person stand between you and the door.

If you are unable to defuse the situation quickly:

- Remove yourself from the situation
- Call 911 for help
- Immediately report the situation to a supervisor

Emergency Action Plan

The Anti-Cruelty Society will comply with all provisions of OSHA's *Emergency Action Plans Standard* (OSHA 1910.38) by assuring that required inspections occur regularly, evacuation procedures are in place, information concerning appropriate emergency response is communicated to all personnel and documentation is kept up to date.

Emergency Reporting Procedures

The quicker and more efficiently emergencies are reported, the greater the chance for saving lives and property. The general procedures for reporting an emergency are as follows:

- Whoever discovers that an emergency is occurring, or may occur, is responsible for reporting the emergency. A first step is to call 911. Additional Emergency Phone Numbers are posted by each phone.
- The person reporting the emergency will also notify a supervisor and other personnel in the area, so that further steps (e.g. evacuation, moving to safe areas, using an extinguisher, etc.) may be taken.

Evacuation

The following procedures should be used in the event that the facility must be evacuated for any reason. All personnel not specifically discussed in this plan should immediately proceed to the Command Center (Bank of America on LaSalle parking lot) for instruction.

- Notify a manager to inform them of the location and source of the emergency.
- That individual will assume command of the situation (Emergency Coordinator, EC).
- A building-wide page will be made, calmly requesting that all visitors leave the building immediately via the nearest safe exit in an orderly manner and should not enter the parking garage (repeat the page twice).
- Do not risk a person's safety for any reason.
- If there is time, return all animals to their cages. Do **not let any animals out of their cages**. Scared loose animals could create more panic, and the animals will be safer in their cages.
- Do not try to fight a fire by yourself. Even if it is a small fire, you could be overcome by smoke very quickly.
- Do not move through the building alone. Always use the buddy system.
- As you leave, close any non-locking doors behind you.

Sheltering-in-Place

During certain emergency situations such as severe weather, sheltering-in-place rather than evacuation is the appropriate action. At The Anti-Cruelty Society the best place for this is the basement. If an announcement (via paging system) is made to shelter-in-place, please immediately proceed to the dog exercise room in the basement. Remember to shut windows and doors and use the stairs, not the elevator. If you are unable to reach the basement, seek shelter under a heavy piece of furniture and protect your

head and neck with a book, blanket or your arms.

Bomb threat

If a bomb threat is received by telephone the person receiving the call should attempt to gain as much information as possible (if it safe to do so) to determine if the threat is credible and to assist the responding authorities. This information includes:

- All information about the device itself (set time, type, location, description, etc.)
- Reason for making the call (angry, extortion, etc.)
- Any information about the caller (age, voice characteristics, language, accent, use of unusual terms, etc.)
- Any information of the location of the caller (inside or outside, background noises, etc.)

Contact a manager or supervisor immediately. The supervisor should then report to any Vice President/President who will contact the police. The police will advise on course of action.

Suspicious package

If you find a suspicious package, contact a supervisor immediately. Do not move the package.

Earthquakes

During an earthquake, all personnel should evacuate the building and proceed to the Command Center to be accounted for. If evacuation is not possible, personnel should seek shelter under a heavy piece of furniture or in a doorway.

THANK YOU

Over the years, a tremendous amount of success and progress has been achieved in the care provided to animals and educating the community. However, more work needs to be done.

Together with the help of hundreds of volunteers like yourself, who selflessly contribute thousands of hours annually, the companion animals of Chicago have a voice and advocates to provide them with the love, care, and attention they all need and deserve.

We thank you again for your decision to volunteer with us and for choosing to help the animals in our care. Your efforts make a significant difference in The Anti-Cruelty Society's work and our mission to find loving homes for shelter pets.

We hope you find your volunteer experience at The Anti-Cruelty Society enjoyable and rewarding. If you have any questions or concerns at any time, please contact the Coordinator of Volunteer Services.

Thank you again! We look forward to working with you!

APPENDIX

Glossary of Commonly Used Terms:

- AAA (Animal-Assisted Activities) - Also known as Pet Visitation and Pet Therapy. Volunteer program for ACS certified volunteers and their dogs, visit nursing and foster homes to play with and visit the residents for therapeutic (social and medical) benefit.
- Adopts - The cat or dog adoption rooms.
- Altered - An animal that cannot bear young because reproductive organs have been surgically removed.
- BSR (Behavior Screening Report) - Program where Behavior & Training staff will evaluate an animal's temperament to determine the most suitable home for its particular needs.
- C & P (Clean and Preen) - A volunteer program in which dogs and cats are groomed and exercised. May be a sign on a kennel card signaling volunteers to an animal in need.
- DSH, DMH, DLH - Description of cat breed by the length of its coat. Domestic Short Hair, Domestic Medium Hair, Domestic Long Hair.
- Dog Isolation – Separate room housing ill dogs to prevent the spread of contagious diseases. Also referred to as “Dog Iso”.
- ER - A sign on kennel cards for staff to take the animal to the Euthanasia Room.
- Ear Mites - Small bugs caused by a parasite that live in animal ears eating their skin and blood. Easily treated through cleaning and eardrops.
- Feral - Unsocialized animal; wild.
- Foster - Allowing a volunteer or employee to take an ill/too young/un-socialized shelter animal and care for it in their home until the animal can return to the shelter for permanent adoption.
- Iso Clinic - Area on the main level by the west garage which houses ill animals needing medical supervision.
- Neuter - To surgically remove the reproductive organs in male animals.
- OCE (Owner's Consent to Euthanize) - A surrendered animal that is euthanized with the owner's consent or request.
- Physical Exam (PE) - Program where volunteers help vets with physical exams and help in the clinic. May also be a sign on a kennel card signaling to volunteers an animal which needs medical attention and should be taken to the clinic.
- RTO (Return to Owner) - A lost pet who has been claimed and is awaiting pick-up.
- Spay - To surgically remove the reproductive organs in female animals.
- SPCA (Society for the Prevention of Cruelty to Animals) – The Anti-Cruelty Society is incorporated as such for the State of Illinois.

Key Staff:



Tamra Wagenknecht
Shelter Director



Bertha Spencer
Shelter Manager



Marianne Kozak
Shelter Manager



Dotty Cowles-Newton
Receiving Manager

Shelter Map

Anti-Cruelty Society

