



LAKESHORE
Humane Society Inc.

Volunteer Handbook

Dear Volunteer,

On behalf of the board of directors, management and staff, we welcome you to the Lakeshore Humane Society! With nearly 1,600 lost and homeless animals coming through our doors each year, volunteers play an important role in helping the Lakeshore Humane Society carry out its mission. We hope that you are as excited as we are to have you as a valued volunteer!

Your volunteer path at the Lakeshore Humane Society begins with an orientation to acquaint you with the shelter and available volunteer opportunities. The staff members you will be working with are dedicated animal lovers such as yourself who will guide you through your volunteer duties at the shelter. By working together, we can meet the physical and emotional needs of the animals and make a positive difference!

If you have any questions please ask one of our knowledgeable staff members for assistance. We value our volunteers tremendously and want you to have a positive and rewarding experience with the Lakeshore Humane Society

Thank you,

Keith Philippi
President

Melissa Jacquart
Vice-President

Tina Nichols
Director of
Operations

HOURS OF OPERATION

MONDAY-WEDNESDAY-FRIDAY - 1 PM TO 7 PM

TUESDAY AND THURSDAYS- Closed & Holidays

SATURDAYS- 11 AM TO 5 PM

SUNDAY- 11 AM TO 3 PM

Front Desk Number: (920) 684-5401

Email: volunteers@lakeshorehumane.org

Website: www.lakeshorehumane.org

NO VOLUNTEER HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION ABOUT POLICY. AS TIME PASSES AND SHELTER NEEDS CHANGE, THE LAKESHORE HUMANE SOCIETY, INC. RESERVES THE RIGHT TO REVISE, SUPPLEMENT, OR RESCIND ANY POLICIES OR PORTIONS OF THIS HANDBOOK AS IT DEEMS NECESSARY.



Mission Statement-

The LHS mission is to ensure humane and compassionate treatment of all animals entrusted to its care, reunite lost animals with their owners, place adoptable animals in responsible and permanent homes, euthanize animals when necessary, and extend humane education to the public.

In pursuit of this mission, the Lakeshore Humane Society, Inc., will:

- Maintain an environment conducive to the wellbeing of all our sheltered animals
- Secure medical care for those animals in need, within the scope of our ability;
- Screen all potential adopters to determine the best home for a pet, being mindful that adoption is a privilege not a right;
- Provide the service of the designated county pound, as well as provide the public with a facility from which to adopt, surrender, or reclaim an animal;
- Promote the importance of sterilization of companion animals and ensure mandatory sterilization of all dogs and cats adopted from our shelter;
- Assist law enforcement with the investigation of abuse/neglect complaints, removing such animals when instructed;
- Act as a resource center for the public in helping locate animal related services;
- Understand that while we will attempt to save every animal, humane euthanasia will be the only accepted method of ending life;
- Treat all people we encounter through Society affiliation with dignity, respect, courtesy and professionalism;
- Endeavor to maintain a staff and Board with a genuine concern for animals;
- Seek to maintain a standard that encourages membership, volunteerism and donations to provide for the welfare of the animals, the facility, and the organization.



Core Beliefs

Be kind to animals.

We believe in the intrinsic value of animals.

We believe that animals are sentient beings and their lives deserve respect.

We believe in promoting the good health of animals.

We believe a unique and reciprocal bond exists between animals and humans

We believe that the human-animal bond enriches the entire community.

We believe animals are worthy of our time, money and attention.

We believe euthanizing healthy, adoptable animals is unacceptable.

Empower people. They are our key resource.

We believe that staff and volunteers are a vital resource.

We believe in the power of teamwork.

We believe in collaborating with others to better serve animals.

We believe in working closely with the communities in our county.

Balance compassion with responsibility.

We believe in an open admission policy, where no animal is turned away.

We believe people have a responsibility to animals, especially those we have domesticated. We believe that compassion drives our decisions for the well-being of animals.

We believe responsibility must be led by a respect for life and balanced with empathy.

Leadership

We believe in being a voice for the animals within the community.

We believe education is the key to the humane treatment of animals.

We believe in engaging others, so as to change thoughts and actions toward animals. We believe in creating community awareness that instills a respect for life.

Stewardship

We are a private non-profit organization and depend on the goodwill of others.

We believe that people trust us to do good.

We believe in fiscal responsibility and accountability.

We will strive to care for our resources with honesty and integrity.

We believe in using people's time wisely and respecting their dedication to our mission.

We believe in proper planning so we may exist and thrive for the long term.



Vision

In 1970, a group of women founded the Manitowoc County Humane Society, because they did not like the callous treatment stray and homeless dogs received at the county pound. Their vision was to create a shelter to protect and care for these animals in a humane and compassionate manner. It was a huge undertaking that required careful planning and was completely supported by volunteers who secured our non-profit status, raised money to buy land and erect a building, wrote by-laws, and created our mission.

We are a humane society. That means we have organized to stop animal suffering due to cruelty, neglect and ignorance. It is our desire to maintain a shelter for the lost and homeless pets and companion animals of Manitowoc County, and create an environment where they are treated with compassion and respect. We support the development of a more humane community that supports the human/animal bond.

It is important to our success that our volunteers understand and agree to support our mission, core beliefs and vision and that you feel a sense of purpose volunteering here. We believe that our role in the community is unmatched and hope that you will make a personal connection to the goals and values of our founding mothers. You have an opportunity to make a difference in the lives of shelter animals, enhance our presence in the community and receive immense personal satisfaction from saving lives.



PROGRAMS & SERVICES

Pet Adoption – This is our primary reason for existence, to provide a safe place for the homeless animals to stay and be cared for while we attempt to find them a new forever home.

Education Program – We provide tours and educational opportunities to students, scouts and groups of all ages. We also visit schools and civic organizations, as well as taking part in community functions, to provide humane animal education.

Foster Care Program – Our foster care program is designed to help those animals who need additional attention due to injury or illness. The major area of need is fostering and feeding kittens. Animals are selected by management. A foster form will be provided.

Microchipping – We microchip and register every dog and cat that we adopt out, as well as scan each one that comes into our shelter for preexisting microchips. We also offer microchipping to the public. Our goal is to have all pets in our county microchipped, in order to successfully reunite lost pets with their owners.

Pet Therapy – If you have a dog or cat that you feel would make a great therapy pet, you may want to consider joining our Assisted Living and Nursing Home visits. Many of the residents of these homes have had to give up pets and there is a void in their life. It is a proven fact that pets help with depression and lower anxiety. Although they may not be able to have a pet, the residents as well as the volunteers and animals all enjoy and benefit from these visits.

Displacement Program – This program has been in place for many years in order to help individuals that need to leave their home environment due to domestic violence or temporary displacement. We offer short term shelter for pets in these situations until housing can be arranged.

Low Income SNAP Program – Applicants are screened to determine their level of income. If they meet this requirement they are given a spay/neuter voucher at a reduced cost for the procedure to be done by a participating veterinarian.



VOLUNTEER POLICIES AND GUIDELINES

Volunteer Criteria: Volunteers must be 16 years of age to volunteer without a parent or legal guardian present. Volunteer Application and Waiver Form is included and must be filled out and signed prior to volunteering. Children between the ages of 12 and 16 are allowed to volunteer with a signed waiver only when accompanied by a parent or legal guardian. Children under 12 years of age are not allowed to volunteer but are always welcome to visit along with their parents and spend time with the animals!

Hours available for volunteering- 8a to 6:30p (7 days per week)

Volunteer Forms and Orientation – All volunteer forms and agreements will need to be filled out completely and turned into the front desk for approval. Volunteer applications need to be renewed on a yearly basis. All volunteers are required to attend a mandatory orientation before beginning their first day.

To protect your privacy, your volunteer form will be kept in a book behind the front desk. All volunteers are required to sign in each time they volunteer. Keeping track of the time that you donate to the shelter is very important. These hours are used by the shelter when applying for grants. If you are doing community service it will be mandatory for you to have these records for your school or requiring agency.

If you have not logged in for a period of 6 months or more, your volunteer application and task sheet will be pulled from our records and it will be necessary for you to reapply if you wish to volunteer.

Organizational Structure – Anyone entering the shelter in a volunteer capacity will be working under staff supervision. The staff and management will guide you and answer any questions that you may have. Any questions or concerns should be brought to management's attention. According to the HSUS handbook, Members and the board of directors are considered volunteers and will need to follow volunteer rules and guidelines while at the shelter.

Training and Feedback – As a volunteer you have the right to expect guidance and direction by someone who is experienced and well informed. If you don't feel that you are getting a fair amount of training to perform the tasks that you are assigned to, please contact a supervisor or manager. If you



have suggestions to improve volunteer training this would be a good time to share.



VOLUNTEER POLICIES AND GUIDELINES

Staff and Volunteer Relations – Staff and volunteers need to work together cohesively for the good of the organization. If a problem develops between a staff person and a volunteer, it should be brought to the attention of management. Everyone shares the same love for animals and it is important that we work together as a team to achieve our goals. The smooth operation of the shelter must be the priority.

Availability – If you have agreed to volunteer your time please take that responsibility seriously. We rely on our volunteers and if you have signed up for certain hours it would be greatly appreciated if you would comply with that agreement. Please notify a manager if you need to make other arrangements or if you are no longer available.

Safety – Your safety is very important to us. Watch for spills and slippery hallways. Do not lift heavy objects beyond your capabilities. Never enter dog kennels or put your hands or fingers into kennels. Avoid any cat or dog cages with caution signs on them and abide by kennel signage.

Please ask for assistance whenever needed. For the safety of the volunteer, any animal that has not been fully processed and temperament tested may only be handled with approval and direction by a Medical Care Specialist or Animal Care Specialist.

Dress Code – Please wear full-length pants and closed toe shoes. Halter tops, sandals or shorts are not allowed. There is a much greater chance that you will be hurt more severely if your body is not fully covered.

Bite Procedure – If you are bitten and it breaks the skin, you must file a report to give to the Health Department and inform shelter staff. The financial responsibility for the hospital visit will be the volunteer's. For this reason, if you are not prepared to make this commitment your decision to work directly with the animals should be reconsidered.

Confidentiality – Volunteers frequently have access to confidential information. We require all volunteers and staff to maintain the confidentiality of our customers and their records as well as respect the privacy of the pet's previous owner. We also expect that our volunteers represent the shelter in a positive way.



VOLUNTEER POLICIES AND GUIDELINES

Restricted Areas – Please only enter restricted areas with approval or direction by shelter staff or management. The back cat rooms, the cat and dog labs, cat admit area, back dog kennels, and front office are restricted areas. Some of the animals have not yet had a rabies vaccine or been behaviorally assessed. Others may be on watch for a potential health problem or behavior issue. To keep the volunteers safe and healthy it is necessary to keep these areas closed to the public and limit volunteer access based on need.

Animal Health – Please wash your hands with soap or use hand sanitizer between touching each animal. If you are petting a cat in a cage, visiting either a colony room or spending time with an animal in the visiting room, you will need to clean or sanitize when you are finished. This is done to avoid passing any undetected illnesses from one cage/room to another.

Animal Humanity – Our goal is to ensure that all the animals are treated with respect and kindness while in our care. If you ever observe anyone being cruel or disrespectful to any of the animals, please notify staff immediately!

Euthanasia Policy – Euthanasia is an unfortunate, but humane process when practicing shelter medicine. Our hearts want to save every animal; however, the harsh reality is there are worse things than euthanasia. All euthanasia is approved by the shelter director and it is done humanely and with a heavy heart. Since we do NOT euthanize for space, other reasons to perform this function would be if the animal had a terminal condition, has serious behavioral issues, or is suffering beyond our ability to help, in which case it would be the most humane thing to do. The decision to euthanize is exceptionally difficult and no one takes it lightly.

Valuables – We cannot be responsible for the loss of any valuables. It is best if you lock them in your car and just bring your keys in with you. Your coat may be stored in the back area of the shelter.

Parking – If at all possible, please park on the road or toward the road to save the spaces close to the door for our customers. There are times when customers do not have any place to park.



VOLUNTEER POLICIES AND GUIDELINES

Equal Opportunity – The Lakeshore Humane Society, Inc. is committed to provide volunteer opportunities regardless of race, color, disability, veteran status, religion, sex or national origin.

Sexual Harassment – We are committed to provide an environment that is free of sexual harassment. Please see management if you have a problem with this, as this behavior will not be tolerated.

Dismissal – Grounds for dismissal may include, but are not limited to the following: Use of profane language, unable to work under staff supervision, rudeness or disrespectful to customers or staff, inappropriate treatment of animals, use of alcohol or illegal drugs, any behavior that jeopardizes the shelter's financial status and/or reputation. Management reserves the right to end the relationship between the shelter and any volunteer if it is in the best interest of the shelter.

Fire/Evacuation procedure – In case of fire or a necessary evacuation of building, please proceed to closest exit doors and meet with staff at LHS sign at the front of the building. Please do not leave property until you have notified staff/director so all persons in the building are accounted for.



VOLUNTEER OPPORTUNITIES

Customer Service – Assist in keeping the front shelter area clean, tidy and presentable for our customers. Watch that all animals are being treated kindly and respectfully. Assist customers with basic procedures, such as guiding them to information sheets on colony room windows, informing them about our visiting room, informing them to sanitize between each animal, etc. Direct any questions that customers may have about an animal's availability, or any other specific information about the animals to a Customer Service Specialist. Not every animal may be a good match for every person, and the Customer Service Specialists have the information and details necessary to appropriately answer the customer's questions.

Cat Socializing – Socialize and brush shy and frightened cats. Remember to sanitize between every cat. On the job training with staff will be done the first day of volunteering.

Dog Walking (Must be 18 years old) – Only dogs without a "Do Not Walk" sign on their cages are allowed to be walked. Dogs with behavior issues can only be handled by a staff member or trainer. You will need to sign each dog in and out of the dog walking book. Paths in the back of the building or the sidewalks can be used. Always bring a bag for fecal matter and be respectful of residential properties. Dog walking training will be done by staff during orientation and must be attended prior to walking dogs.

Dog Socializing (Must be 18 years old) – Socializing includes brushing, loving and playing with resident dogs with no major behavior problems. This can either be done in the large outdoor kennel, weather permitting, or in our visiting room. You will need to ask a shelter employee to take the dog out of its kennel and introduce the dog to you.

Dog Trainer (Must be 18 years old) – Working with dogs who have specific behavior issues need experienced handlers. If you are a certified trainer, enrolled in a certified program or have at least 1 year as a trainer at a training facility, we need your help. References and certificate will be required. Any volunteer interested in working with dogs with behavioral issues must attend scheduled training with senior dog handler prior to handling. Please contact management or senior handler after orientation to schedule training.

Grooming – We are always in need of experienced groomers to assist us in keeping our residents well-groomed and looking their best for adoption.



References and/or certificates will be required. Grooming can only be performed at the direction of the Medical Care Specialist, supervisor or manager.

Foster Home Care (Must be 18 years old) – Care for injured, ill or special needs animals from your home. Care for pregnant cats, nursing cats and their litters, or kittens in need of bottle feeding from your home. Caring for animals in need can be very rewarding. It can also be very heartbreaking as many are too weak to survive. If you are able to accept this reality then you may want to consider this volunteer opportunity. Volunteer must have an approved application on file in order to begin the Foster Care program.

Morning Cleaning Assistant – Wash dishes and litter pans, do laundry, clean cat cages, scrub dog kennels, spray down outside dog kennels, scrub hallways, clean windows, straighten food and blanket shelves and any other assigned duties as necessary. On the job training with staff will be done the first day of volunteering.

Afternoon or Evening Cleaning Assistant – Clean windows in front cat room, front hall and adoption floor. Wash dishes, litter pans and laundry. Refill water and scoop litter boxes. Straighten colony and visiting room. Any other assigned duties as necessary. On the job training with staff will be done the first day of volunteering

General Maintenance – Help to maintain the building and grounds. Cut grass, weeds, rake leaves, shovel snow, chop ice, clean garage and any other assigned duties as necessary. Some of these functions would be great for school or group projects.

Fund Raising – Work with the fund-raising committee to assist with major fundraising events such as our annual Walk for Kindness, Run for the Shelter, Stuff a Van etc.

Petco Keepers– We have adoptable cats living at our local Petco that need daily care and attention. If you are willing to commit to 45 minutes to an hour one day a week, please talk to the front desk. While there, it is the volunteer's responsibility to represent and promote the shelter in a positive manner.

Community Service Program – This program is for students to complete their volunteer hours to graduate and for mandatory court ordered volunteer hours.