

Please keep for your reference.



Adopt-A-Pet, Inc.

13575 N. Fenton Rd.
Fenton, MI 48430
(810) 629-0723

Hello,

Thank you for your interest in becoming a volunteer for Adopt-A-Pet, Inc.

So that we have a better idea of your preferences, expertise and available time, please complete the attached application and return it to the Center, Attention: Volunteer Coordinators.

As you look through the service preferences on the back of the application form, you will see that we need volunteers for nearly every facet of our organization, from direct care of our animals to fund raising, telephone work and special events.

After you turn in your application and indicate to us your areas of special interest, one of our Volunteer Coordinators listed below will contact you. Before you decide for sure that you want to help and where, you'll receive a list of volunteer jobs that gives more detail about each job function.

It's very important that you know how much your time and effort at AAP will mean - not just to the animals, but also to the other volunteers who will be depending on you.

We hope you will join us in helping abused and neglected animals find a new beginning.

Sincerely,

Lisa Hicks

Lisa Kowalski

Lara Plttman



Welcome To Adopt-A-Pet!

In this packet you'll find many of the policies and procedures related to our volunteer program and to the Center. If you're considering joining our volunteer team, or if you've already made up your mind to join us, we hope this information will be helpful. If you have a question that isn't covered here, please feel free to ask.

Our History

Adopt-A-Pet is a non-profit corporation founded in 1978 by Judy Neuwirth and Sue Lucas to place homeless animals. They held an open house every Sunday from 1 to 3 p.m. at the Schaefer Realty office in Fenton to facilitate their goal. At that time, the Humane Society put animals to death on a certain day, even if the animal arrived the day before. Sue and Judy were given permission to take some of these animals to Fenton to find homes for them. Later, they became a foster-home-based organization.

Today Adopt-A-Pet's center is located at 13575 Fenton Road in Fenton. We have a Board of Directors, members, volunteers, and foster homes for the care of our animals in addition to the center. (If you're interested in fostering a pet, let us know!)

We have rescued many animals and have prevented countless numbers of unwanted animals from being born through our spay and neuter program. We've provided numerous families with boundless joy and a "new best friend". In the past five years we have rescued and found homes for close to 2000 dogs and cats. We have a TNR (Trap, Neuter, Return) program that's one of the best in the State.

Mission Statement

Adopt-A-Pet is a non-profit corporation. Its mission is to assist the community by providing a means to place unwanted, healthy, adoptable pets in good family environments, and to increase public awareness in issues of pet care, welfare and the hazards of overpopulation. Therefore:

We pledge

- To elevate the status of animals in society by changing the way people acquire them and how they commit to those pets who become a part of their family
- To relieve the plight of homeless pets
- To reduce overpopulation of cats and dogs, and
- To offer an alternative to euthanasia.

Volunteers help provide the impetus to fulfill the Mission as set before us and we welcome you!

Volunteer Policies and Procedures

Adopt-A-Pet exists to help stray, abandoned and relinquished animals find permanent, quality homes. To this end, we must behave in a professional and courteous manner, including in situations of conflict should they occur. The following are standards to which each of us must adhere:

- To remain active on the Volunteer List, we request a minimum four-month commitment to the program. Volunteer Orientation Meetings will be held on the first Thursday of each month. We need your immediate response so the meeting details may be planned.
- Be dependable at all times. If you commit to a service and find you cannot fulfill your obligation, please try to find a replacement. If you cannot, then please notify a Volunteer Coordinator or the Center Supervisor.
- Remember that what you do affects more than the animals; it also affects the work of another volunteer. Work done efficiently and thoroughly will make someone else's job go more smoothly. Respecting the work of others will benefit all.
- Volunteers should always treat animals, other volunteers, and customers with respect and kindness. Volunteers must never abuse or neglect any animal. If you see what appears to be mistreatment of an animal or any suspected unethical behavior, please report the situation to a Board member.
- As a representative of Adopt-A-Pet, your appearance and conduct reflects on the entire organization. It is appropriate for you to wear an AAP t-shirt or sweatshirt when working. Sweatshirts and t-shirts are available for \$10.00. (Leashes and collars for pets are full price as posted. Foster homes will use the used leashes and collars.)
- Volunteers will not exploit Adopt-A-Pet's property or name for personal benefit.
- Volunteers will support the purposes and goals of AAP, always following its policies and procedures.
- Volunteers will make an effort to be kind and encouraging to other volunteers.
- Volunteers will assess their own strengths, limitations and biases, and will remain open to constructive feedback.
- Volunteers will ask questions to clarify understanding of tasks if necessary.
- AAP reserves the right to terminate a volunteer's service or deny membership if, at the sole discretion of the AAP Board, it appears to be in the best interest of the organization. Possible grounds for termination may include but are not limited to: gross misconduct, being under the influence of drugs or alcohol, theft or misuse of AAP property, abuse or mistreatment of animals or members, failure to satisfactorily perform assigned duties, or any other behavior that is deemed detrimental to the overall mission or success of Adopt-A-Pet, Inc.

Volunteer Jobs

Cleaning – This is often the least favorite job but very crucial as there is always something that needs to be cleaned. (Please see the Top 10 list of things to know for Puppies and Dogs or for Cats and Kittens if one of those involves your job of choice.) There are also detailed procedures for your more efficient and time-saving use.

General Areas:

- Sweep and mop floors
- Dust all surfaces
- Wipe moldings and baseboard trim
- Wash smudges and marks off walls and trim
- Disinfect and clean bathroom which also serves as our laundry room
- Laundry! There is always some to be done. Follow the directions posted by the washers and dryers on the first and lower floors. Please don't overload.
- Wash pet dishes (wipe bowl free of any leftover food and discard). Use bathroom laundry tub for washing dishes with detergent, then bleach/water (32:1 ratio).
- Scrub and sterilize litter pans (use basement facilities)

Note: Due to OSHA policies used litter pans must never be placed in the same cleaning locations as the food dishes.

Cages: Used cages must be disinfected with bleach/water (32:1 ratio) including the sides, floor and doors of the cages. Spray or wipe the cages, let sit for ten minutes allowing the chemicals to work, then wipe clean. After cleaning and drying, line cages with at least two layers of newspaper which should be located on top of the cages.

Sort Donated Newspapers: sort by size, removing and discarding the unusable, glossy sections that can be toxic to the animals and are not absorbent. After sorting, place in the large blue can in the basement and/or lay them flat on top of the cages in each room.

Copies: We need copies of all forms on hand at all times. They may be found on the computer and also next to the copy machine in a folder marked "Master Forms". We should have at least ten packets compiled and ready for use during the week; more for Sundays.

Ideas For Our Newsletters: Newsletters go out twice a year, in the spring and in the fall. They include stories about what we have been doing to inform people in the community about AAP and to garner interest in the organization. If you have an idea for the newsletter either email the details to jodydogger@comcast.net or write it down and put the note in Jody's door slot. Be sure to include your name and phone number so we can thank you if space allows us to use it.

Dog and Cat Food: Food must be organized with the newest food in the back and oldest in the front. Please keep puppy and kitten food separate from adult dog and cat food. *According to State Regulations, we cannot have any bags of food on the floor and all open bags must be taped shut.*

VGs Receipts: we receive money for community points from the bottom of VGs receipts. Receipts should be cut at the last set of asterisks to include the community share points. There is a box on the wall in the side hallway for them to be placed. They are redeemed by volunteers as necessary.

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Transport: occasional transportation of pets is needed for events, special vet care or cats to and from PetCo on Miller Road in Flint.

Facilitating Pet Adoptions: Please see the special page in this packet.

Thank You Cards: Thank you cards go out as soon as we receive a donation. They're an important part of our work and must be kept current.

Food Deliveries: Donated food must be sorted and then put away in the proper locations. As stated above, all open food bags must be taped shut and, according to Michigan Department of Agriculture, may not be placed on the floor.

PetCo: We frequently have cats at PetCo in Flint where two cats may stay and be shown. If you're willing and able to care for them while they're there (litter, food, water, brushing, transportation), let us know.

Telephone and Desk: the phones should be answered with "Good morning (or Good afternoon), Adopt-A-Pet. This is (*your name*)". Messages with as much information as possible should be taken on the form relevant to the call.

Adopt-A-Pet is no different than any other business in that sometimes the only image a person will have is of the person who answers the phone! If this is not something you enjoy and do confidently and/or if you do not have adequate general information, let voice mail pick up phone calls and someone else greet the public. Know your strong suits. No one does everything well.

Calls left on Voice Mail should be retrieved at least twice a day; in the morning and in the afternoon. More often is preferable if time permits. Urgent messages should be brought to the appropriate person's attention immediately. If you're not sure who this is, ask.

A pleasant, informed manner is important for personal visits from the public as well. If you sit behind the desk, you'll be expected by the public to have the answers they need; however, again, don't try to answer if you don't know. We never give veterinary medical advice and we never refer to organizations that haven't been approved by the Board. If someone needs or wants more than general information, give them the tools to find the information they need (i.e. refer them to a Board member, give them the phone numbers to other rescue organizations or direct them to www.petfinder.com.)

Surgery Room and Related Duties: Unless and until you are trained in this area, it is off-limits due to the expensive nature of the equipment and because of the need for sanitation. It is very important that specific procedures are followed to ensure the health and safety of our animals. If you're interested in working in the surgery room, either cleaning or learning to assist during procedures, email Jody Maddock at jodydogger@comcast.net so she can arrange to meet with you.

- Mop floor with bleach/water (32:1 ratio)
- Clean surgery table with bleach/water
- Disinfect cages thoroughly with bleach/water
- Put new bedding in cages once cages are dry
- Refill: alcohol container, Betadine container and alcohol bottles
- Clean the bathroom which adjoins the surgery room

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Surgery Room and Related Duties, continued

Surgical Instruments: If seeing blood makes you queasy, this is not the job for you. If this is something you're interested or skilled in doing, please see Jody Maddock for more information.

Surgery Packs: We should have twelve spay packs, ten feline neuter packs and ten drapes available at all times.

Outdoor Fun:

- Scoop feces using a metal or plastic scoop and discard in the outdoor trash cans provided. In order to keep disease and parasites at a minimum, this is extremely important daily task.
- Pull weeds
- Sweep/shovel porches and walks
- Wash windows
- Wash fingerprints and smudges off of exterior and interior doors

Most important of all, spend time with the animals. Groom and pet cats. Groom and walk dogs. The volunteers make all the difference in keeping the animals socialized and loved until they find their forever homes. Occasionally there will be animals that need extra attention. Please ask the Cat and/or Dog Coordinators for more information.

Donation Data:

- \$ 15 vaccinates four animals against distemper and parvovirus
- \$ 25 provides the Center with cat litter for a week
- \$ 50 allows one animal to be spayed
- \$100 pays the vet bill for one sick animal
- \$300 allows Adopt-A-Pet to pay the Center utility bills for one month

Summary:

Adopt-A-Pet is a wonderful organization of which to be a part. Every decision is made by an experienced Board of Directors with the best interest of each animal at heart. It holds itself to very high standards and is proud to be one for the most advanced, progressive groups of its kind in the area – and the only State licensed facility as of this printing.

As you can see, volunteering at an animal shelter is not all fun. It's also hard, tedious, messy, and sometimes smelly, work. And yet, without those things done well, the animals would not be as happy or healthy.

Please be aware of the job you're agreeing to do as a volunteer. Hard, tedious work *will* be mixed with the pleasure.

Don't over-schedule yourself or undertake something you're not prepared or equipped to do. Know your limits.

Whatever you're doing, don't give answers you're not absolutely sure of being correct.

Be reliable! Other volunteers are counting on you to do your best so they can do theirs.

Cat and Kitten Care - Top 10

To expedite the hard work of those doing the primary daily cat and kitten care and for the health of the animals, we'd appreciate it if you would remember these important points when working with the cats and kittens.

1. *Read the signs on the cages.* When they're caged, cats and kittens may have different needs at different times. This is very important for the health of the animal! If you don't know, ask!
2. *Do not remove kittens from cages without permission.* This includes Sundays.
3. *Feed the cats and kittens before beginning other duties*.* Kittens receive 250 mgs. of lysine (white granules of amino acid in the special container) in one tablespoon of food per animal to help strengthen their immune system. Adult cats receive 500 mgs. in one tablespoon of food. Do not overfeed the kittens and cats. (*Helpful Hint #1: It's best to give them time to digest their food before scooping or changing their litter boxes, so do a few other room chores first. Hint #2: sweep the floor after cleaning/scooping the litter boxes.)
4. *For caged cats or kittens, please fill water bowls only half full.* Each cat should receive only $\frac{3}{4}$ cup of dry food to prevent diarrhea and/or weight gain. Place water bowl away from front of cage so kittens won't walk in it, but not next to litter box where scattered litter will fall into the water and may be consumed.
5. *Use only clay litter in the kitten's litter boxes.* Scoopable litter is bad for the health of kittens. They get it on wet feet and lick it off causing intestinal problems. At the very least, they become covered in hardened litter, get it between their toes and must be bathed. Kitten baths take valuable time from the cleaning and petting schedule.
6. *Do not mix clay and scoopable litter* in large green plastic bin in the cat room – or in litter boxes. For the sake of sanitation, for caged cats and kittens, use only enough litter to cover the bottom of the pan; one inch in the cat and kitten room litter pans.
7. *Sugar and Randall are house cats* and must be fed and given fresh water daily. They need their litter box cleaned daily and their mess swept. They keep their food and litter at the top of the stairs by the storage rooms.
8. *Please put things back where you found them.* There's a lot to do and time is wasted by having to search for things that have been mislaid or removed.
9. *Don't forget to sanitize your hands upon entering or leaving the cat or kitten areas and after servicing each caged cat.*
10. You will find a specific procedures list in the front of the largest notebook located in the left-hand drawer of the cat room as well as each current cat's profile. This data will help you to make more efficient use of your time.

Thank you!

Dog and Puppy Care - Top Ten

To expedite the hard work of those doing the primary daily dog and puppy care and for the health of the animals, we'd appreciate it if you would remember these important points.

1. *Puppies under 16 weeks should only be allowed in designated puppy areas.* They should never be loose in the dog building, main building floors or in the large fenced in areas. This is to protect them and the adult dogs from parasites and such diseases as Parvovirus and Distemper.
2. *Read or ask about the dogs before handling.* Each dog's crate tag is located in the dog book and if there are special instructions they will be there.
3. *Only feed the dogs if you have been asked to otherwise they will be overfed and have diarrhea.* Ask for permission to give treats in case dogs are on special diets. Never feed two dogs together unless you know they have previously been fed together.
4. *Any feces or urine should be cleaned up immediately* (both indoors and out). If indoors, please use a bleach solution to disinfect the area.
5. *Floors should be mopped at least once a day.* They can never be mopped too many times. This helps reduce the risk of the dogs and/or people passing parasites/diseases to other dogs.
6. *Always focus on the animal's positive attributes* when speaking to the public. If someone is interested in the animal make sure, first of all, that this person can offer what the animal needs. Remember, we always have the animal's best interest at heart, i.e. if a dog is known to run away, adopting it to a person without a fence is a sure way for the animal to get hit by a car.
7. *Please put things back where you found them.* There's a lot to do and time is wasted by having to search for things that have been mislaid or removed.
8. Don't forget to *sanitize your hands* after working with the dogs.
9. *Do not ever put two dogs together* if they have not been introduced properly. Let an experienced volunteer introduce dogs.
10. *Do NOT go near a dog if:*
 - you don't trust the dog
 - the dog is growling at you or another dog
 - the dog has already bit you or another dog, and/or
 - the dog holds a stare with you.

Have Fun! You should be able to find humor in many situations which will help in this field. It is extremely rewarding and very heart wrenching all at the same time. We are saving one animal at a time. If it stops being enjoyable please reevaluate what you're doing and see if there is another area in which you would enjoy.

Thanks!

Pet Adoptions

Only experienced, trained volunteers may do adoptions. If this is an area in which you want to participate, you will need to “shadow” a volunteer doing adoptions, discuss with them the reasons why they use the protocol that they do and then be approved by a Board member. There are important reasons for the process.

Always keep in mind:

- that we are adopting animals into the right home not just any home
- that adoptions are not approved if the interested party has animals that are not spayed or neutered
- that adoptions are not approved if they want to adopt for someone else
- adoptions are not approved if they plan to keep the animal outdoors
- we must have a copy of the rental or lease agreement or speak to the landlord to ensure the new animal is allowed before the animal can go home with the new adopter
- it probably isn't the right match even if everything looks good on paper but you don't feel it is a good fit for the animal, and
- animals always must be spayed or neutered before being placed for adoption – no exceptions!

If you are not confident that you could turn someone down – even though they may otherwise be great people – please do not attempt to do adoption interviews.

When doing adoptions, special care also must be taken to make sure the paperwork is signed by the adopter as well the AAP representative, and that phone numbers, names and drivers licenses are *clearly* printed for later use. All spaces must be filled in. If a question isn't applicable, print N/A in the space instead of leaving it blank so the section doesn't appear overlooked. If the adoption is completed somewhere other than at the Center, that should be so noted.

Prices

We have set prices and rarely stray from them. The adoption prices help with medical care for that animal as well as the other animals. Even if an animal is relinquished to us spayed or neutered with shots up to date an adoption fee applies. This helps offset costs of illnesses and unexpected injuries. Unless you've been told by a Board member to the contrary, the following pricing applies:

Adult Cats* -----	\$100
Kittens -----	\$120
Dogs (mixed breeds older than six months) -----	\$125
Puppies (six months and under) -----	\$200
Purebred and/or small dogs under 25# -----	\$250

*(In the summer months, the price for a cat may be decreased to \$80.)

Specific prices are noted on the back of each *crate tag* (paperwork with health and other information about each animal kept in notebooks in the front desk area). Only two or more Board members have the authority to stray from these prices.

Adopt-A-Pet has an investment in the animals by the time they're ready for adoption. The animal has been spayed or neutered, if this hadn't been done by the time they came to the Center, they've been tested for illness or disease, and inoculations are up to date. Often over \$100 has been spent on an animal by the time they are adopted, depending on their care and

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the length of time they have been at the Center. Kittens are usually adopted more quickly than adult cats but require the same expenditures.

Dogs are spayed or neutered and have up-to-date inoculations as well. Even if they live with a foster family, the food, supplies and medical care are provided by AAP.

Multi-animal discounts

When more than one animal is adopted, the adopter receives a 10% discount on the second animal. Two cats would be \$190. Two puppies would be \$380. There have been occasions when we want two animals to stay together, in which case we may discount more, but this decision must be made by Board members, not by the volunteer doing the adoption. If in doubt, ask! We can't emphasize this enough. Whatever it is, IF IN DOUBT, ASK.

Adopt-A-Pet has a Senior Friends program for anyone over 65-years old who meets all other qualifications but cannot afford the full price. They may adopt an animal *five years old or older* for a donation.



Adopt-A-Pet, Inc.

13575 N. Fenton Rd.
Fenton, MI 48430
(810) 629-0723

Volunteer Application

Date: _____ Home Phone: _____

Email address: _____ Cell Phone: _____

_____	_____
Name	Birth Date
_____	_____
Occupation/Employer	MI Driver's License Number

Do you have allergies or other physical conditions that might affect your work as a volunteer? If so, please describe: _____

Do/did you do other volunteer work? Yes No

If yes, what is the name of the organization? _____

When do/did you work there? _____

What are/were your responsibilities? _____

If you have any formal education in pet care or animal welfare please indicate when and what: _____

Do you have any pets? How many? How long have you had them? _____

Name of your vet: _____

Do you have any special animal interests? _____

Do you have any professional skills you would like to contribute to the organization? Is so, please specify: _____

Are you limited as to hours for volunteering? Please indicate when not available: _____

Would you be interested in fostering? ___ Cat ___ Dog ___ Puppy ___ Kitten

Indemnity Release

I, _____, shall not hold Adopt-A-Pet, Inc. liable or responsible for, and Adopt-A-Pet, Inc. shall be saved and held harmless from and against any and all claims and damages of every kind, for injury to any person or persons, and for damage to or loss of property arising out of or attributed to, directly or indirectly, the operations or performance of the above named volunteer under this agreement, including claims and damages arising in whole or in part from the negligence of Adopt-A-Pet, Inc.

Signature

Date

Minor Signature

Date

TEN COMMANDMENTS OF RUNNING A RESCUE

1. Always put the animals' needs first.
2. Expect to work hard and have your heart broken.
3. Don't assign your level of commitment to others.
4. Realize you can't save them all – but work as if you can.
5. Choose your battles. Become deaf and dumb to critics and nay-sayers.
6. Never lose sight of your goal.
7. Don't become a zealot. Make a conscious effort to remain on an even keel.
8. Pass it on. Give back to others the help you've received.
9. Know your limits. Learn to say "No".
10. Be of good cheer – but if you should become bitter – quit!

Author Unknown