



Quinte Humane Society Volunteer Manual

The purpose of this manual is to acquaint all volunteers with our organization, and QHS policies and procedures.

QHS Serving Hastings & Prince Edward Counties

527 Avonlough Road

Belleville, ON

(613)968-4673

quintehumanesociety.com

volunteerprogram@quintehumanesociety.com

QHS Hours of Operation

Monday to Saturday	8:00 am – 5:00 pm	Sunday	8:00 am – 4:00 pm
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QHS Public Hours

Monday to Saturday	12:00 pm – 5:00 pm	Sunday	1:00 pm – 4:00 pm
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Volunteer Coordinator

(613)968-4673

kballenthin@quintehumanesociety.com

History

The QHS has been serving Hastings & Prince Edward Counties since 1970. It was officially incorporated in 1993 and operates as an affiliate of the OSPCA. It is governed by a Board of Directors and operated by a team of professional management staff.

The Letters of the “QHS” stand for something!

Q- Quinte (the geography encompassing Hasting & Prince Edward Counties)

H-Humane (the ethical treatment of animals)

S- Society (a group of people working together)

The QHS Logo

A cat, dog, rabbit, mouse and bird surrounding a heart shape represents love, care, and kindness towards all animals.

Agency Mission

Our mission is to promote the prevention of cruelty to animals that are neglected, abused, exploited, stray or homeless and to work within the law and in cooperation with the government, OSPCA and the public, in order to improve conditions for animals while maintaining a balanced sensitivity toward both animal and human needs.

QHS Services

Admissions

The QHS believes that every animal deserves a quality life. There are many instances when the public is unable to give an animal the quality of life it deserves. This is one of the reason Humane Societies, and Animal Shelters are operational.

Animals are surrendered to us for the following reasons:

- Owner is unable to care for physically, financially or mentally.
- An animal has severe behavioral problems, is destructive, or worse, has a bite history.
- An animal needs to be humanely euthanized. We work closely with a number of veterinarians, and can support an owner in the difficult decision to euthanize a pet.
- Strays found by the public or bylaw control officers.

Staff at the surrender desk will take lost animal information for anyone missing their pet. Pet owners are asked to contact the shelter daily to see if their pet has been brought in as a stray.

Surrenders

All animals surrendered for adoption, must first be evaluated by our staff. Based on their findings, they will determine if the animal is adoptable. Staff will temperament test the animal and physically examine it for health concerns. If the animal is well adjusted, friendly and healthy it will be placed for adoption. Other things to consider are the reason for surrender, does it have undesirable behaviors that need to be corrected? Some examples include: urinating in the house, excessive barking, separation anxiety, destructive behavior or extremely hyper activity. Animals with these challenges are often better suited for rescue. Rescue organizations work closely with volunteer foster homes in order to correct behaviors and mold the animal into a candidate for adoption!

Intake

When an animal is brought to the QHS it is given a thorough intake exam by trained staff. The animal will be vaccinated, dewormed and treated for any internal/external parasites. After the 5-day stray hold, the animal is healthy, and friendly it will be placed up for adoption. The QHS does not adopt out sick animals, all medication/treatments will be completed before the animal is available for adoption. Photos will be taken of the animal and a biography is written highlighting the attributes, as well areas needing improvement. The animal is made available for adoption through our website www.quintehumanesociety.com.

Adoptions

Animals are available for adoption so long as they remain healthy, have an appetite, and do not become aggressive. There is no set time frame in which an animal is housed at the QHS while awaiting adoption! Anyone wishing to adopt an animal must be pre-approved by QHS staff. Potential adopters are required to submit an application for adoption. Anyone interested in adding to their family is welcomed to visit the QHS as often as it takes to connect with an adoptable animal. With staff assistance, people interested in adopting, can handle animals outside of their kennels. If adopting a new dog, and currently own a dog we ask that you bring your currently owned animal to QHS for a “meet and greet” to ensure everyone gets along well. The staff at QHS will arm new adopters with knowledge ensuring a smooth transition in welcoming your new family member. We are always available to offer assistance, guidance or helpful tips and tricks to solidify the bond between you and your newly adopted companion.

Volunteer Focus

Volunteers are a crucial factor in the success of the QHS. They assist staff in carrying out daily functions, donate time to Fundraising Events and become missionaries of our goal. After you’ve signed up as a QHS volunteer you will be contacted to attend an orientation session. This session takes approximately 1.5 hours. Volunteers will view a presentation focusing on direct animal care, and dog walking guidelines. This is followed by a tour of the shelter. Once orientation is complete, volunteers will be given access to an online forum- **Here2volunteer**. This is where volunteers will sign up for Animal Care, and dog walking shifts each month.

Volunteer Requirements

You must be at least 16 years of age or accompanied by an adult to volunteer for the QHS. All QHS volunteers are seen as ambassadors who represent the shelter’s goal and mission. Although some positions require experience working with animals, all positions require social skills. Working together as a team requires patience, cooperation, understanding, and most of all commitment. This is especially important even if you do not always agree with policies or procedures in place. New ideas are always welcomed and changes occur often in an effort to strive for excellence.

Volunteer responsibilities

Keep in mind all information between the public and front desk staff is confidential! Volunteers are asked not to interfere or challenge any conversations or decisions made by staff. It is best not to approach any animal being surrendered, or the owners. You do not know if the animal is aggressive or sick in which case you could become injured or pass deadly viruses to healthy animals in our facility. Adoption staff is tasked with ensuring animals in our care are matched with suitable families, sometimes this means denying adoption applications. No matter how wonderful someone appears, our staff is trained to thoroughly screen potential adopters. Their decision should not be disputed by anyone who does not have access to confidential information and knowledge of QHS.

Volunteer Code of Conduct

Volunteers are expected to adhere to a certain code of conduct while volunteering on site, and when representing the QHS in the public:

Volunteers are expected to work in a professional manner, to be constructive at all times, to assist in any work for which they are trained, to refrain from loitering in areas that they are not volunteering in, not to enter

restricted areas unless their volunteer position requires, and to refer visitors and potential adopters to QHS staff to answer any questions.

Volunteers are expected to dress for the job. If you're volunteering as an Animal Care Attendant, please keep in mind we work with bleach and to wear appropriate clothing. Close toed shoes are mandatory while working on site and dog walking. No loose hanging jewellery is permitted.

Volunteers are asked to donate a minimum of 5 hours per month to our organization. And to stay active, and on file for a minimum of 6 months from your orientation date.

Volunteers may not speak to the media regarding QHS business. Any media contact made to a QHS Volunteer must be answered with 'no comment' and the media must be directed to contact the QHS Executive Director at 613-968-4673. Volunteers may only speak to the media with prior approval from the QHS Executive Director.

The QHS social media policy is as follows: The QHS logo may not be used by staff, volunteers, donors, or members of the general public as an identity photo for any social media account. The logo may only accompany official QHS statements and posts. In addition to this QHS Volunteers may not answer questions on social media sites on behalf of the QHS. QHS Volunteers must properly represent themselves at all times on social media sites if identifying themselves as a QHS Volunteer. Volunteers may not discuss QHS business with the news outlets through social media sites unless permission is granted. Social media sites include but are not limited to Facebook, Twitter, MySpace, LinkedIn, and YouTube.

Explanation of QHS Procedures and Policies for all Volunteers

*The following procedures were developed to provide organization throughout our busy shelter, and to ensure the safety of all QHS volunteers, patrons and animals. We ask all volunteers to practice the following and to inform patrons of any policies/procedures that apply.

Restricted Areas

We ask that QHS volunteers and the general public DO NOT ENTER any restricted areas including the isolation area, the outdoor cat areas and the dog areas isolation areas at any time, unless your volunteer position requires you to be in these areas. If you do need to be in one or more of these areas, please only touch animals that you have been specifically told to as some animals may have an infectious/contagious disease and/or behavior/aggression issues. Too much congestion in restricted areas can cause injury and spread disease among the healthy population.

Injuries and Accidents

* All injuries incurred at the QHS, great or small, must be reported to a QHS staff member and an incident report must be filled out. *

Bites and scratches- Must be reported at the QHS counter, and an accident report is to be filled out. The report will help staff determine what may have prompted the animal to react. This information may further help in determining if the animal is a suitable candidate for adoption, and what type of home the animal should be placed. Provincial law requires any animal to have bitten and punctured skin to be quarantined for a period of 10 days- regardless if they're up to date on vaccines.

Other injuries sustained at QHS; cuts, falls, etc. – must have an incident report recorded and on file. Please assist the general public to the QHS counter if they are injured on our property. Locate a QHS staff member to assist the injured person if they should not or cannot be moved.

Handling of shelter Animals

*Always use caution when handling animals to ensure the safety of people and animals alike. Always read intake cards and signage on the animal's kennel. If there is any signage indicating the animal cannot be walked, or is staff only- please respect this. This may be due to the fact the animal is not up to date on vaccines, or is still settling in and needs more time to adjust.

When handling animals in kennels: Never approach or reach out quickly to pet the animal. Offer a cat your fingers to sniff while speaking calmly. When the cat no longer seems stressed, scratch gently under his neck, then proceed to the back of his head, and behind its ears.

Before clipping a leash to a dog's collar, approach him slowly while talking to him calmly. DO NOT make prolonged, direct eye contact, a stare is seen as a challenge to a dog. Offer a treat, then clip the leash on the collar. His reward is taking him out of the kennel for a walk.

Fearful cats and dogs; various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of kennel or litter box. Definitely DO NOT approach these animals! Entice them to approach you. For dogs, start by softly talking to them outside their cage. After a few minutes slowly enter the kennel and crouch down just inside the door. Call softly to him while offering him treats. He may not come at all. Leave your treat in the cage and return to do the same exercise an hour later. After time you will build his trust and he will start approaching you slowly, do not rush them.

For cats, also start by talking softly outside their cage. Avoid loud noises if possible. After time you can open the cage and proceed to follow steps outlined above in handling of cats. Do not force a cat out of the cage if it is over stressed. Ask a potential adopter to let the cat rest, and to look at other choices in the meantime.

If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you

Handling animals outside of cages: DO NOT drag fearful dogs or puppies on a leash through the corridors. Let the leash slack, even if it means the dog is backing up. When the leash is loose, and the dog stops retreating, squat down and lure the dog towards you with a treat. If the dog is small you may have to carry him back to the kennel. Be sure to talk "happy talk" to the animal while you are walking. Please be especially careful to keep the lead short, especially when walking through the lobby where there are often other dogs and cats present, dog leashes can easily become entangled.

Do not chase a cat or kitten that is loose in the cat room. Try and lure them to you with a treat or by shaking a cat toy.

Staff Handling of Animals: If animals are too difficult to get back in cages or kennels, you MUST ask a kennel staff to assist you. Our staff is properly trained to use what may seem to be extreme but safe techniques when handling all animals. All animals are handled the same way even if they may not show signs of stress at the time. We all know that their stress level could change abruptly if something scares them.

Volunteers are asked not to handle animals in this manner since you have not been trained. Cats are most likely scruffed by the neck (this is how mother cats carry kittens safely) and the door is shut quickly when placed in the cages. Felines especially can be unpredictable after being prepped for adoption or recovering from anesthesia after surgery. They are more easily scared than dogs, and their reaction can be fierce.

Frequently Asked Questions

Q: How long do animals have before they are put to sleep?

A: There is NO set time limit on animal's stay once it is put up for adoption at the QHS. Once an animal is in the adoptions kennels/cages, there are three main reasons as to a decision would be made to euthanize:

- The animal is aggressive or severely attacks a person, other animal, or poses a risk to staff, volunteers or the public.
- The animal becomes ill and the illness is not treatable or its quality of life is significantly diminished.

Q: What is the QHS's policy on stray animals?

A: The QHS is required by provincial law to hold stray animals for 72 hours. As re-uniting animals with their families is a priority for QHS, we choose to hold all stray animals for 5 days, exceeding provincial requirements. This gives the owner exclusive rights to claim the animal. After the stray hold is up the animal is re-checked for health and disposition, if all checks out the animal is placed up for adoption.

Q: How is the QHS funded?

A: The QHS is not funded through municipal, provincial or federal governments. Our funding is only provided through: fees for service, grants, bequests and private donations, it is the generosity of supporters which allows us to serve the animals of Hasting & Prince Edward Counties.

Please remind people that the QHS is a separate organization from the OSPCA and CFHS. The QHS is completely autonomous and our many volunteers keep the cost down.

Q: Why is spaying/neutering mandatory at the QHS?

A: The QHS provide services for approximately 2,000 animals each year. Animal overpopulation is a serious problem facing the entire country and Hastings & Prince Edward Counties are no exception. The QHS feels it must take a firm hand in attempting to control this problem, which is why a mandatory spay/neuter program is in place.

Volunteer Position Descriptions

Cat Care Volunteer 8:30-11:00 AM

Cat Rooms A, B, C, D and the Upstairs Boardroom are the areas in which you will volunteer.

The role of a Cat Care Volunteer consists of daily degreasing/disinfecting and set up of cat condos. Duties include:

- Scooping/ Changing litter boxes
- Clean/fill water and food bowls
- Collect "breakfast" dishes
- Tidy or replace bedding
- Sanitize or degrease condo
- Empty garbage
- Sanitizing counter/shelves
- Sweep/Mop

Cat Care Volunteer 1:00-3:00 PM

- Dishes
- Laundry
- Sorting donated goods
- Stocking (dry cat food, wet food shelves and litter bins)
- Sweeping and mopping
- Cleaning windows
- Cat brushing/socializing
- Extra sanitizing (Walls, door knobs, piping etc.)
- Garbage and recycling
- Sanitizing carriers

Dog Care Volunteer 8:30-11:00 AM

Dog Rooms A, B, Barn and outside dog runs are the areas in which you will volunteer.

The role of a Dog Care Volunteer consists of daily degreasing/disinfecting and set up of dog kennels. Duties include:

- Cleaning/ Scooping soiled areas
- Sanitize kennel
- Rinse
- Clean/ fill water buckets
- Collect "Breakfast" dishes
- Drying kennel
- Bedding
- Sweep/Squeegee/mop
- Empty garbage

Barn

- “Muck” out barn stalls
- Replenish with fresh shavings
- Clean water buckets and fill with fresh water
- Collect “Breakfast dishes”
- Change or tidy bedding
- Sweep and mop

Dog Care Volunteer 1:00-3:00 PM

- Dishes
- Sorting donated goods
- Stocking (dry dog food, wet food)
- Sweeping/Mopping
- Cleaning Windows
- Extra sanitizing (Walls, door knobs, piping etc.)
- Assisting with outside cleaning (i.e. kennel runs, yard scoop etc.)
- Garbage/ Recycling
- Tidy leashes/ slip chains- discard anything in poor condition.

Small Animal Volunteer

Use only small animal cleaner, vinegar and water, or sunlight solution when working in this area.

- Scoop/Change bedding in cage
- Replenish food/water, bedding and timothy hay
- Empty garbage
- Sweep and mop with sunlight