



Humane Animal Treatment Society
1105 S. Isabella Rd.
Mt. Pleasant, MI 48858
www.hatsweb.org

Volunteer Orientation Handbook

March 2008

Our Mission Statement

The Humane Animal Treatment Society started in 1999 with a mission to assist the Isabella County Animal Shelter; to increase through educational and adoption programs the number of concerned and responsible animal owners; to decrease the number of abused and unwanted animals; and to raise people's awareness of the humane treatment of those animals which are unable to take care of themselves.

HATS is a community-supported group of concerned citizens dedicated to bettering the welfare of companion animals in Isabella County, Michigan. HATS is not an animal rights organization, nor is it affiliated with any other humane organization.

HATS Objectives

The Humane Animal Treatment Society's objectives are to:

- Promote the humane treatment of companion animals through protection, placement, education and example
- Assist Isabella County Animal Control in providing a safe, caring environment for all shelter animals
- Promote the spaying/neutering of companion animals in Isabella County
- Increase the placement of animals in humane environments

Humane Animal Treatment Society

Community Chapter Board

Deborah Dorn
Lee Fabiano
Carol Smallwood
Deb Mendrick
Barb Kirchner
Carol Howard
Richard Barz

Central Michigan University Student Chapter

Rachel Himes, President
Amber Cherry, Vice-President
Elisa O'Riordan, Treasurer/Historian
Jenny Gubler, Secretary
Stacey Pattison, Faculty Advisor

Volunteers

Patty Bernstein
Cindy Bryan
Toni Smith-Holmes
Karen Lee
Maria Lott
Marci Mayhew
Barb Niemi
Pam Ohls
Stacy Saul
Jen Souva
Pam Stovak
Mike Wyllys

HATS Volunteers Make a Difference

You can make a difference in the life of the shelter animals by offering a kind gesture and a little time to the homeless, abandoned pets. In return, they will touch your heart and bring you back for more. Being a volunteer is rewarding, educational and exciting. We hope all volunteers take with them a better understanding of animal sheltering, animal care and animal welfare issues. As a volunteer, you are a valuable asset to our organization and to the many animals who need loving homes.

Thank you for giving your time and energy to the animals of Isabella County. We hope you find the time you spend here will be as rewarding to you as it is to the animals you care for.

Volunteers must:

- Must be at least 18 years of age
- Under 18 years of age may work with their parent or legal guardian only
- Complete an application and orientation
- Be able to volunteer at least one time each month
- Must show up as scheduled or notify us one day prior to the scheduled time

Location and Hours of Business

Humane Animal Treatment Society (H.A.T.S.)

P.O. Box 732
Mt. Pleasant, MI 48858
(989) 775-0830
www.hatsweb.org

Isabella County Animal Shelter

1105 S. Isabella Road
Mt. Pleasant, MI 48858
(989) 773-9721

Shelter Hours

Monday – Friday 7:30 am – 5:45 pm
Saturday 9:00 am – 2:00 pm

The shelter is closed on Sundays and holidays but volunteers are welcome to come in between 9:00 am and 2:00 pm.

NOTE: On Sundays and holidays the front door is locked but the side door by the old building is open from 9:00 am to 2:00 pm.

You can make a difference in the life of the shelter animals!

Adoption Information

Much of our emphasis is on finding permanent, loving homes for the shelter animals that are available for adoption.

Adult Dogs (6 months or older)

Adoption Fee	\$ 15.00
License Fee (for 1 year)	\$ 6.00
Medical Fee	<u>\$119.00</u>
Total Cost	\$140.00

Puppies (under 6 months old)

Adoption Fee	\$ 15.00
Medical Fee	<u>\$119.00</u>
Total Cost	\$134.00

Cats and Kittens

Adoption Fee	\$ 10.00
Medical Fee	<u>\$ 90.00</u>
Total Cost	\$100.00

Volunteer Opportunities

Qualifications

Volunteers must be at least 18 years of age with a genuine concern for the welfare of animals, a willingness to work hard, get dirty and pitch in wherever needed.

Volunteers under 18 years of age may work with their parent or legal guardian only.

Volunteers must complete an application and sign a Volunteer Agreement. They also need to attend an orientation and job specific training as necessary.

Time Commitment and Scheduling

We ask that you volunteer at least one time each month. Once you have agreed to be available for a particular day and time, we count on you to be there.

Signing In

Volunteers should sign in and out on the days they are here to work. There is a sign in clipboard hanging by the door to the HATS office.

What Can Volunteers Do?

Shelter Animal Care

Volunteers play a vital role in keeping the shelter looking its best and keeping the animals happy and healthy. There is always something to be done! Some of the animal care duties you can help with are:

- Clean cat kennels, feed, give water and change litter boxes
- Clean dog kennels, feed, give water and toys
- Wash cat and dog dishes with bleach and dish detergent
- Socialize with cats in the Cat Adoption Room, give toys
- Socialize with dogs in the Dog Adoption Room, give toys
- Walk dogs in the field next door or the trail behind the building
- Play with dogs in the fenced yard
- Clean the yard (scoop poop, wash toys)
- Keep the trail in back free from litter and debris
- Groom or bathe a dog or cat
- Update dog kennel information tags

Foster Care

At times special care is needed for an animal that may be sick, rehabilitating from an injury or surgery, pregnant, or nursing. Volunteer foster homes provide a safe place for the animals to stay, nutritious food, socialization and health care to their animal guests. If you are approved, you may care for special needs animals in your home until they are able to be returned to the shelter for adoption.

Fund Raising Events

Throughout the year events are planned to raise much needed funds. These funds help HATS pay for medical expenses and supplies and also help to generate support and raise public awareness.

We are always looking for ideas for fund raising events. Volunteers are needed for ideas and for planning and organizing events.

Adoption Clinics

On occasion we will bring adoptable animals to a business away from the shelter to meet with the public and assist in the appropriate placement of animals in adoptive homes.

Volunteers can help by:

- Sharing information about the animals
- Discussing adoption details with the public
- Cleaning and caring for the animals while at the adoption site
- Help supervise the handling of animals by the public

Shelter Animal Care

Caring for Dogs

Cleaning the Kennels

- Close guillotine doors with the dogs in the front side.
- Pick up the food and water dishes and soak in hot, soapy dishwater. (Dishwater should have dish soap and bleach added. Add bleach to rinse water for disinfecting dishes.)
 - If there is still food in the food dish, place the dish on the top of the kennel.
- Remove any poop that may be in the back side of the kennel.
- Clean with the power washer, making sure there is disinfectant in the solution. Rinse thoroughly.
- Squeegee out the kennel run.
- All rubber mats must be cleaned and disinfected on both sides. Leave the mat standing up so that it can dry while cleaning the front side.
- Lift the guillotine doors and call the dogs to the back (small) side of the kennel and disinfect the front side following the procedure above.
- Lay down all of the rubber mats for the dogs to lie on.
- Fill the water bowls and place a water bowl in each kennel. Every dog should have water at all time.
- Keep all bowls clean. If there is feces in any bowl, wash and disinfect the bowl before replacing the food or water.

Clean and sanitize all bowls and the kennel after an animal has been permanently removed from the kennel.

Copy current kennel information cards from the front desk to the kennel information card on the outside of each kennel. This gives potential adopters the current information for each dog.

Keep the entrance to the kennels clean and neat. Keep hand sanitizer available for people to use after handling the dogs.

Before closing or leaving for the day, be sure all dogs have water.

Walking the Dogs

Walk only the dogs you can comfortably handle. If you do not feel you can handle a large dog, don't. If a dog is showing aggression or agitation do not walk them at that time. A dog can be overwhelmed by the sights, sounds and smells of the shelter environment.

Dogs become stressed and frustrated by the confinement of the kennel and by the barking of other dogs. Sometimes the best thing to relieve this stress is a playful run outside. By giving dogs exercise, you can help better their chances of adoption.

Guidelines for walking dogs:

- Walk only the dogs you feel you can comfortably control
- Place the leash on the dog before the dog leaves the kennel
- Remember which kennel you got the dog from so you can be sure to return the dog to the correct kennel
- Go to the designated walking areas with the dog. (The field next to the shelter or the trail behind the building.) If you go into the fenced yard, you can remove the leash and play with the dog.
- Keep your play time between 15 and 20 minutes per dog. This allows for more of the dogs to get out for exercise.
- Clean up after each dog. The feces from a sick or infected dog can infect other healthy dogs. (See information on parvo on page 9.)
- Wash toys between dogs. If you play ball, soak the ball in soapy bleach water and rinse it well before letting another dog play with it.
- Wash your hands between dogs to limit the spread of disease and illness.
- If you notice any medical conditions that need to be attended to, report it to the front desk and make a note on the HATS bulletin board.
- If the dog has any special qualities such as being trained to sit, fetch, or just has good manners note it on the kennel tag. This may give potential adopters an idea of the personality of the dog and may improve the dog's chances of a successful adoption into the right home.
 - If you feel comfortable working on training any of the dogs, please work with them in a kind manner. Any training they receive will help improve their chances of adoption.

Dog Grooming

Volunteers bathe and groom animals that come to the shelter in poor condition. Grooming improves the confidence of the animals and makes them more presentable to the public, thereby increasing their chances for adoption.

- Prepare by getting dry towels and shampoo ready. Be sure the dog or puppy has relieved themselves before you begin.
- If needed, brush the dog with a grooming brush before you bathe them.
- Before putting the dog in the sink or basin, run the water to be sure it is only warm.
- Put the dog in the sink or basin and wet coat thoroughly, avoiding the eyes and ears.
- Shampoo the dog starting around the neck and work the lather back to the tail and legs. Be careful not to use too much shampoo, it can be difficult to rinse it all out.
- **BE SURE TO AVOID GETTING WATER OR SOAP IN THE DOGS FACE OR EARS**
- Rinse well to avoid irritation. Soap stays in fur long after it seems to be gone so keep rinsing.
- Wash the face and ears with a damp cloth.
- Remove the dog from the sink or basin and dry thoroughly with the towel.
- Be sure the dog is dry before returning him to the kennel. Be sure the kennel you are returning him to is clean and dry.

Caring for Cats

Cleaning the Cat Cages

- Remove the bedding and remove and dump the litter box.
- Remove the water and food dish. Dump the water and food and wipe the dishes.
- Remove litter boxes, scrape clean and spray with blue spray.
- Take litter boxes and put them on the floor next to the sink (in the dog area) so they can be washed.
- Spray the cage with cleaner. (2% disinfectant if cat is to be returned to cage).
- Wipe all sides and cage door.
- Lay fresh bedding in cage, put clean litter box with fresh litter in cage.
- Place food and water dishes on cage door and fill.
- If cat is to be permanently removed, clean as described above but use disinfectant and do not replace food and water dishes.
- Before leaving at the end of the day, be sure all cats have water, dry food and clean litter boxes before the cages are locked for the night.

If Cat is Permanently Removed from Cage:

- Sterilize cage (top, sides and door) with bleach and a scrub brush. Let soak for 10-15 minutes. Wipe out thoroughly.
- Spray with disinfectant and wipe down with a paper towel.
- Put fresh bedding and clean litter box in cage.
- Place food and water dishes on cage door. DO NOT FILL

Washing Litter Boxes

- Scrape litter boxes thoroughly before washing. (Prewash before putting in the sink, if necessary.) Wash in hot, soapy water with 1 cup bleach added.
- Use the designated scrub brush to remove all organic material both inside and out.
- Rinse litter boxes thoroughly.
- Stack on lower 3 shelves to dry.

You Can Help Prevent the Spread of Diseases

Many illnesses are spread through contact or exposure to an ill animal or to their bodily excrement. This makes it extremely important to properly disinfect kennels, dishes and toys that come in contact with our animals. It is important to clean up after the animals in the yard or adoption rooms before the next animal is exposed to the area. Always wash your hands and remind visitors to wash between handling the animals. Report any animal that appears to be sick to a supervisor so that the animal can be treated.

Illnesses that effect cats & dogs:

Rabies	Deadly virus disease of the central nervous system of mammals; transmitted through the bite of an infected animal or by contamination of open wounds.
Bordetella	(Kennel Cough) Highly contagious respiratory disease, transmitted from dog to dog by air. Classic clinical sign is a dry, persistent cough.
Internal Parasites	(Worms – several types) Highly contagious – can cause diarrhea, sometimes bloody, vomiting, poor weight gain, bloating in puppies, anemia. Transmitted by ingesting infected fecal material or stool contaminated soil. Can pass between infected mother to her pups before birth.
Distemper (Dogs)	Widespread viral disease that can cause vomiting, pneumonia and seizures; initial series of vaccines may confer long-lasting immunity.
Parvovirus (Dogs)	Highly contagious disease causing severe vomiting and bloody diarrhea; young, unvaccinated puppies under 16 weeks of age are most susceptible. Spread through body fluids and infected animal. Virus is extremely hardy. All surfaces and areas thought to be contaminated should be disinfected with chlorine bleach, which is an effective disinfecting agent.
Herpes / Calivirus (Cats)	These 2 viruses are the most common cause of upper respiratory infections in cats; highly contagious. Spread via respiratory secretions.
Panleukopenia (Cats)	(Feline Parvovirus) Highly contagious – spread by exposure to body fluids from an infected cat. Causes severe vomiting and diarrhea. Young, unvaccinated kittens under 16 weeks of age are most susceptible. Cleaning and disinfecting with bleach is necessary to reduce the virus in the environment.
Feline Leukemia (Cats)	This virus is among the leading causes of death in cats; suppresses the immune system, leading to secondary infections and cancer. Passed from cat to cat via direct contact, also from sharing food and water bowls.

YOU CAN MAKE A DIFFERENCE!

We would like to thank you for choosing to participate in our HATS Volunteer Program. As a volunteer, you are a valuable asset to our organization and to the many animals who need loving homes.

This manual has been prepared for you as a reference guide. It contains information regarding our procedures for working with the animals and guidelines for volunteering. Thank you for giving your time and energy to the animals at the shelter. We hope that the time you spend here will be as rewarding to you as it is for the animals you care for. Remember, you can make a difference in the life of the animals here, many of which are looking for a second chance for a happy life.

Volunteer Feedback

We are interested in new ideas and encourage volunteers to make suggestions, voice concerns or give ideas. We are always looking for new ideas and welcome your thoughts.

Some Important Facts

Pet overpopulation is a growing and serious problem. Many people are unaware of just how important it is to spay and neuter dogs and cats. It is estimated that between 10 and 20 million unwanted companion animals are euthanized each year. Many healthy animals are put to death simply because there are not enough homes available for them.

Surgical sterilization is an extremely effective and humane method of helping to control pet overpopulation.

Did you know that:

- A dog can have as many as two litters each year, with an average of six to nine puppies each litter. Cats can breed three times a year, with an average of four to six kittens per litter.
- According to the Humane Society of the United States, one female dog and her offspring can produce 67,000 dogs in six years. In seven years, one cat and her offspring can produce 420,000 cats.
- The Humane Society of the United States estimates 8-12 million animals enter shelters every year. Only 25 to 35 percent of these are adopted to new homes. Only one out of every nine dogs born in the U.S. will have a permanent home. Only one out of every 15 cats will have this opportunity.
- For every person that is born 15 dogs and 45 cats are also born.