



# VOLUNTEER MANUAL

## Mission Statement

Northwest Organization for Animal Help (NOAH) is dedicated to stopping the euthanasia of healthy, adoptable and treatable homeless dogs and cats. We are committed to high quality spay and neuter programs available for low income residents, family friendly pet adoptions, humane education, and volunteer programs through our state-of-the-art facilities and Spay/Neuter Center.

NOAH Animal Adoption & Spay/Neuter Center  
31300 Brandstrom Road, Stanwood, WA 98292

360-629-7055

[www.thenoahcenter.org](http://www.thenoahcenter.org)

Facebook.com/thenoahcenter



Welcome Volunteer:

Thank you for choosing to volunteer at The NOAH Center. We are excited to have the opportunity to partner with you during your time with us.

Volunteers play a key role in the work we do and with your help we are able to rescue, adopt, foster, spay/neuter, and most importantly, provide love and exceptional care for all the animals that come through our doors!

This volunteer manual is to inform you of The NOAH Center's policies and procedures. Please review the manual, sign the acknowledgement form on the last page and return to me. If you need an explanation pertaining to any portion please contact me to discuss.

Our role is to make the experience memorable for you. Throughout your time at The NOAH Center, please know I am always available. If you have any ideas or feedback please feel free to contact me either via email at [paiges@thenoahcenter.org](mailto:paiges@thenoahcenter.org) or call 360-629-7055.

Again, thank you for becoming a NOAH Volunteer!

Sincerely,

Paige Schmelzer  
Outreach & Volunteer Director

## **General Information**

- The original N.O.A.H. Center opened at a small sheltering facility on Camano Island in 1986 and later closed in 1998 to begin fundraising for the new facility at our current location.
- On May 17, 2003, the new facility opened. We can house approximately 40 dogs and 80 cats.
- The NOAH Center does not accept animals directly from the public, but rather transfers dogs and cats from over-crowded partner animal shelters in Washington State.
- All of the animals selected for The NOAH Center's adoption program are assessed for behavior and health. Dogs are put through the SAFER Assessment to screen for aggression.
- Once an animal is brought to The NOAH Center, it will remain here until it is adopted, unless it no longer qualifies for our adoption program due to behavior or health issues. If an animal is not eligible for our program, it will either be returned to the originating shelter or re-homed. If they are suffering, they will be thoroughly examined by a team of professionals and humanely euthanized.
- Once the animals arrive at The NOAH Center they are examined and checked-in by a trained team of staff and volunteers. All animals will receive the following care prior to being adopted:
  - Spaying or neutering surgery
  - Annual vaccinations
  - De-worming
  - Microchip
  - Shelter Care Pet Insurance Free for a Month
  - New collar and ID tag
  - Medical treatment for any current symptoms while in our care.
- Adoption rates vary depending on the type and age of the animal. Please see page 8 for details.
- The NOAH Center is open 7 days a week to the public:
  - Monday through Friday from 11:00 am to 6:00 pm
  - Saturday and Sunday from 11:00 am to 5:00 pm.
- The NOAH Center has a small resource library and pet supply shop that are open to the public.
- A ½ mile dog walking trail surrounds The NOAH Center property and there are two off-leash areas open to the public. Noah dogs are encouraged to use the North off leash area leaving the other open for public use.
- The Low-Income Spay/Neuter clinic is open 7 days a week and offers spay/neuter services to cats and dogs of low income community members, and FREE feral/free-roaming cats surgery with no income limitation.
- The NOAH Center is a non-profit organization and supported by fundraising events and tax-deductible donations. We do not receive any government funding and rely on private donations.
- Volunteers are required to enroll in our membership program. The membership fee is \$25 (per person) which includes your volunteer t-shirt.

**Functions of your Handbook:** This handbook will inform you about some of the policies and procedures of The NOAH Center. This handbook will not have an answer for every question or the solution to every situation. If you do not understand a policy or procedure, or you feel is not applicable to you, please discuss the matter with the Volunteer Director.

**Volunteer Commitment:** All volunteers must be at least 14 years of age. Anyone 14 or 15 years old must be accompanied by a parent or guardian while volunteering their time. We do not offer court ordered community service hours. Due to liability reasons, we do not accept anyone convicted of any felony charge- violent crimes against people or animals, theft, weapons or drug charges. Background checks are required. Please see our background check policy for more details.

We ask volunteers to make a commitment to volunteer the same day each week, up to four hours a week for four months. Exceptions may be granted by the Volunteer Director for individuals who cannot meet this commitment.

**High School Community Service**

High school students needing to complete school required community service hours may do so by contacting the Volunteer Director. All volunteers must be at least 14 years of age. Anyone 14 or 15 years old must be accompanied by a parent or guardian while volunteering their time. Students will be scheduled for one or more days of service to complete these hours and do not need to attend a volunteer orientation. The membership fee will be waived.

**Responsibilities and Dedication:** Animals in the care of NOAH are to be treated kindly, gently and professionally. Volunteers must support The NOAH Center policies. Superior customer service, consistent humane handling of animals, and fundraising are priorities for all volunteers.

**Be Respectful Of Others:** Be honest, polite and professional at all times. The Staff is dedicated to our mission and work towards accomplishing this mission with your help. Please be respectful and professional at all times. We expect everyone to abide within our policies and if you are unsure of such, please ask.

**Fundraising:** Fundraising is integral to the operation of The NOAH Center and is a priority of every staff member and volunteer. All fundraising efforts are coordinated by the Fundraising Department and any contacts made on the behalf of The NOAH Center should be cleared through that department. Your assistance with fundraising and your personal donations are sincerely appreciated.

**Standards of Conduct:**

As a volunteer you are expected to:

1. Refrain from representing a personal opinion as the position of The NOAH Center
2. Only use The NOAH Center resources for the benefit of NOAH and not personal gain
3. Inform a staff member when gifts, goods or services are donated for the benefit of The NOAH Center
4. Refrain from engaging in a business transaction in which you may profit from the volunteer's official position or authority
5. Refrain from engaging in activities when there may be a conflict of interest while volunteering

**Volunteer Membership: (Effective 1/1/16)** All new volunteers are required to enroll in our membership program as a condition of service. The membership fee is \$25 per person. Membership includes your Volunteer t-shirt. This is a one-time fee, you may choose to continue to pay for the membership annually but you will not receive an additional volunteer t-shirt. If you are unable to pay the membership fee special accommodations can be made with the Volunteer Director on a case by case basis.

**Personal Appearance / Dress Code:** As representatives of The NOAH Center, volunteers are required to be clean, neat, and appropriately dressed for their positions. Please wear your name badge and volunteer shirt at all times when volunteering.

If you forget your T-Shirt, there are some available for the day in the Volunteer Sign-In Room. They can be worn over your apparel and returned at the end of the day. We will provide the laundry service for the borrowed shirt.

Please ensure that your shirt goes well beyond your waist line. It is imperative that while you are working, you are able to stretch your arms up without showing skin or any undergarments.

For your protection, open toed shoes cannot be worn while volunteering at The NOAH Center.

Closed toed shoes must be worn at all times. Volunteers are required to wear their volunteer T-shirt with tan, beige or gray clean pants or clean dark blue jeans. Wear appropriate fitting pants to reducing tripping hazards. For volunteer safety, when walking The NOAH Center animals we advise long pants and the use of insect repellent. During warmer weather, shorts may be worn but should not be shorter than 2" above the knee.

**Unlawful Harassment:** It is the policy of The NOAH Center that all volunteers and employees have the right to work in an environment that is free from harassment based on the person's sex, race, color, creed, religion, national origin, pregnancy, age, marital status, honorably discharged veteran or military status, sexual orientation, disability, or any other basis prohibited by local, state or federal law.

Sexual harassment is unwelcome and offensive behavior of a sexual nature, and may include the following conduct:

1. Unwanted flirtations, propositions, or advances;
2. Unwanted touching;
3. Unwanted requests or demand for sexual favors or a sexual relationship;
4. Offensive verbal comments or jokes that are sexually oriented or are directed at an employee because of his/her sex;
5. Sexually suggestive or offensive images

Sexual harassment can also include verbal behavior such as suggestive looks or leering; and physical behavior such as pats or squeezes; repeatedly brushing against someone's body, obscene or rude sexual comments, jokes or suggestions; slang, names, or labels such as "honey", "sweetie", "boy" or "girl" that others find offensive; talking about or calling attention to another employee's body or sexual characteristics in a negative or embarrassing way; displaying nude or sexual pictures, cartoons or calendars in or on The Noah Center's property; invitation for dates which do not stop when the response is negative; continuing unwelcome behavior after a co-worker has objected to that behavior; or blaming the victims of sexual harassment for causing a problem.

Similarly, racial harassment is unwelcome and offensive behavior of a racial nature, and may include the following conduct:

1. Offensive verbal comments or jokes that are racially oriented or are directed at a volunteer or employee because of his/her race;
2. Racially offensive images.

Conduct of this type is unlawful if:

1. Submission to this conduct is either an explicit or implicit term or condition of volunteering or employment.

2. Submission to or rejection of the conduct is used as a basis for volunteering or employment decisions affecting the person involved; or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's volunteer/work performance or creating an intimidating, hostile, or offensive volunteer/work environment.

Volunteers and employees are entitled to a workplace free of unlawful harassment, even if the harasser is not a volunteer or employee of The NOAH Center.

Volunteers and employees are entitled to a workplace free of unlawful harassment, even if the harasser is only a witness to harassment that is directed at another volunteer or employee.

If a volunteer or employee experiences or witnesses unlawful harassment in the workplace, he or she may ask the harasser to stop or discontinue the offensive contact. If the volunteer or employee does not feel comfortable confronting the harasser, or if the confrontation is not successful in stopping the harassment, the volunteer or employee should complain immediately to the Volunteer Director. If the volunteer or employee believes the Volunteer Director is involved in the unlawful harassment, the volunteer or employee should complain to the Executive Director. Any complaints of unlawful harassment will be investigated, and The NOAH Center will take prompt, corrective action to remedy any complaints found to have merit.

**Alcohol and Drug-free Workplace Statement:** The NOAH Center intends to help provide a safe and drug-free work environment for our customers and our volunteers and employees. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future volunteers and employees of NOAH.

1. The unlawful manufacturing, distribution, dispensation, possession, or use of a prohibited substance OR being under the influence of a prohibited substance, on The NOAH Center's premises or at an off-site location while conducting The NOAH Center business is absolutely prohibited. Violations of this prohibition may result in disciplinary action by The NOAH Center, up to and including termination. The term "prohibited substance" refers to illegal drugs prohibited by both state and federal law, alcohol, marijuana, or prescription drugs not taken in accordance with a prescription given to the volunteer or employee.
2. Each volunteer or employee must abide by the terms of this statement, and must notify The NOAH Center of any conviction under a criminal drug statute for a violation thereof occurring on premises or while conducting NOAH business. Such notice to the Volunteer Director, the Executive Director, or the designee of either must be received not later than five (5) days after such conviction.

**Legal Involvement:** We do not offer court ordered community service hours. Due to liability reasons, we do not accept anyone convicted of any felony charge, violent crimes against people or animals, theft, weapons or drug charges. If you have ever been convicted of a felony you must disclose the date and the nature of the crime (Information will be held in confidence.) Note: Due to liability reasons, we do not accept anyone convicted of any violent crimes against people or animals, theft, weapons or drug charges. Background checks are required.

**Problem Resolution:** If during your volunteer time with The NOAH Center you encounter work related problems, you should first discuss them with your immediate supervisor. If the problem cannot be mutually resolved, you should then discuss it with the Volunteer Director for a final determination.

**Resignation:** If it is necessary for a volunteer to resign from The NOAH Center, the volunteer is expected to give proper written notice (minimum of 2 weeks) to the Volunteer Director. Any volunteer, who is absent three (3) consecutive scheduled working days, without notifying NOAH, may be considered to have resigned.

**Discipline/Discharge:** Volunteers are required to comply with The NOAH Center policies and procedures. All volunteers are unpaid. A volunteer may be terminated, with or without cause, with or without notice, at any time by NOAH staff. Our Incident/Concern Request for Review form will be filled out for any violations of rules, policies, or any endangerment of the animals. If there are three Incident/Concern Request for Review forms filed on a volunteer, there will be a review with the Volunteer Director, and the volunteer may be dismissed.

**Expense Reimbursements for Volunteers:** If Volunteers use personal financial resources to purchase goods or services for The NOAH Center, these purchases are not guaranteed to be reimbursed unless you obtain pre-approval from a manager. To receive reimbursement, you should completely fill out and submit to the accounts payable department a reimbursement request form with a manager's approval and the original invoice/receipt from the purchase.

If your purchases are not eligible for reimbursement you may be able to claim the expenses as a taxable deduction on your personal taxes. Please consult with your tax adviser for more information or visit the IRS website at [www.irs.gov](http://www.irs.gov) for more information.

**Use of personal vehicles:** If you choose to use your personal vehicle for events, transports or any other purpose to conduct business for The NOAH Center, you are choosing to do so at your own risk and expense. The NOAH Center does not reimburse volunteers for mileage or fuel but does have company owned vehicles that can be used and operated by volunteers upon approval of a manager. Each vehicle has a fuel card to be used for the purchase of fuel for that vehicle and not for any other purpose. Use of fuel cards for personal purchases including fuel for non-NOAH owned vehicles is strictly prohibited.

The IRS allows deductions for charitable mileage expenses. Please consult with your tax adviser for more information or visit the IRS website at [www.irs.gov](http://www.irs.gov) for more information.

**Signing In and Out Daily:** We use an automated sign in / sign out system. You will be assigned a personal PIN number. Please sign in and out daily while at The NOAH Center. If at any time you forget to sign in/out please notify the Volunteer Director so these hours can be processed.

**Holidays:** NOAH is open to the public 7 days a week, with the following exceptions:

New Years Day	Presidents' Day	Easter Day	Memorial Day
Independence Day	Labor Day	Thanksgiving Day	Christmas Day

Even though we are closed to the public on holidays, the animals still need to be fed and walked and suites and colonies cleaned. Cat and Dog Kennel Technicians and Dog Walker volunteers on these days are especially important. If you are scheduled for a holiday and cannot work, please advise the Volunteer

Director. If you are interested in volunteering an extra shift during a holiday please see the sign-up sheets posted in the dog or cat kitchens or contact the Volunteer Director.

**Gift Shop:** Volunteers receive a 25% discount on most merchandise items in the gift shop. This discount may not be combined with any other promotional discounts nor does it apply to fundraising items, calendars, pet id tags, greeting cards, pet food and some clothing items. Please make sure to double check with the Adoptions & Gift Shop Manager if you are unsure which items the discount applies to.

**Special Orders:** If volunteers would like to order merchandise that is not ordinarily carried in the gift shop or special order large quantities of merchandise, please submit your request directly to the Adoptions & Gift Shop Manager. Volunteers will pay cost plus 15% on all special orders.

**Adoptions:** Being exposed to numerous orphaned animals while volunteering at The NOAH Center can make you feel inclined to adopt them all. In order to help curb impulse adoptions, we ask volunteers to wait three months. If you are currently searching for a new pet before starting to volunteer, please notify the Volunteer Director in advance and indicate this on the Volunteer Application. The NOAH Center does offer special pricing for all staff and volunteers (no discount before three months and must be an active volunteer).

<b>Adoption Type</b>	<b>Public Price</b>	<b>Staff &amp; Volunteer Price</b>
Puppies (Under 6 months old)	\$350.00	<b>\$300.00</b>
Young Dogs (6 month to 11 months old)	\$250.00	<b>\$200.00</b>
Adult Dogs (Over 1 year old)	\$150.00	<b>\$100.00</b>
Senior Dogs (Over 8 years old)	\$75.00	<b>\$25.00</b>
Kittens (Under 6 months old)	\$125.00 (2 kittens \$200)	<b>\$100.00 (2 kittens \$150)</b>
Young Cats (6 months to 11 months old)	\$75.00	<b>\$50.00</b>
Adult Cats (Over 1 year old)	\$50.00	<b>\$25.00</b>
Senior Cats (Over 8 years old)	\$25.00	<b>Fee Waived</b>
Re-Homing	Fee Waived	<b>Fee Waived</b>

**Absence and/or Tardiness:** Each volunteer plays an important role at The NOAH Center. If you know in advance that you will be absent, please attempt to fill your shift by asking another volunteer to cover your shift or switch with you. Please advise the Volunteer Director of the change. If you cannot cover your shift, please contact the Volunteer Director as soon as possible. Failure to report, or notify the Volunteer Director of an absence, more than three times may subject you to discharge of your services at NOAH.

**Breaks:** You are encouraged to take a fifteen minute break within every four hour work period. The scheduling of these breaks may vary according to work load. Breaks may be taken in the break room and outside picnic area. We encourage you to get to know other volunteers promoting a team environment. Everyone is welcomed to bring their favorite snack, juice, coffee or tea to share with fellow volunteers.

**Smoking:** Smoking is only allowed in designated areas (outside the Break Room behind the building or in your vehicle). No smoking is allowed on the trails or in the off-leash areas. No smoking while handling a NOAH animal. State law prohibits smoking within 25 feet of a building entrance, pursuant to RCW 70-160.

**Cell Phone Use and Telephone Calls:** We ask that if you carry a cell phone with you, that you silence or turn it off while here. The animals need your full attention and for your safety telephone distractions are not welcome. In case of emergency, we can be reached on the direct line at (360) 629-7055. **No texting or cell phones are to be used in the off-leash area or on the trail.**

**Headphones while working at The NOAH Center:** It is in everyone's best interest and safety that headphones are NOT worn while on their shift and while working with the animals. Everyone needs to be aware of their surroundings and be able to hear if someone is in need of assistance. The animals require your full attention.

**Lockers:** Lockers are provided for volunteer day use. They are located in the Volunteer Sign-In room and we recommend you bring your own combination lock. The NOAH Center is not responsible for loss or damage to personal property. It is highly recommended that you lock all personal belongings away during your shift.

**Personal Information:** Changes of address, telephone number, e-mail, or any other personal status change (e.g. marriage, name, etc.) should be reported to the Volunteer Director as soon as possible.

**Animal Endangerment Policy:** Any volunteer who (knowingly or unknowingly) subjects an animal in our care to conditions that could potentially cause, or actually cause, discomfort, injury, or death, whether through carelessness, neglect or abuse, will be subject to disciplinary action up to and including termination of volunteer services. If you have questions concerning "animal endangerment" please contact your supervisor, the Volunteer Director, or a staff member.

**Suggestions:** Suggestions by The NOAH Center volunteers are welcome, valued and encouraged. Any suggestions that would save time, money, material, or effort should be discussed with a staff member.

**Media Procedures /Tours:** In order to insure information is accurate, all media contacts and tours should go through the Executive Director, or designee. Media is considered anything that is printed, broadcasted, or televised about The NOAH Center.

**Spay/Neuter Policy.** The NOAH Center promotes spaying/neutering of pets as early as 2 months and weight of 2 pounds to help fight the pet overpopulation problem. Every animal that is made available for adoption will be spayed or neutered before release.

**Cleanliness:** Some of the animals we rescue may arrive at The NOAH Center with an illness or they may become ill while at The NOAH Center. Therefore it is very important that you wash your hands each time you touch an animal. There are sanitizing dispensers located throughout the facility for your use. Washing your hands often with soap and water is the best prevention. You may also consider changing your clothes

at home before greeting your own pets. Please be sure to read all signs on the suites/condos to assure you are aware of any special conditions animals may have.

**Read All Signs On Animal Suites Before Entering:** “Staff Only” signs indicate animals that only staff should be handling. If you have a question regarding any signs or notes regarding the animals, please ask your immediate supervisor.

**Report All Dog/Cat Bites and Scratches to Your Supervising Staff Member Immediately:**

An “Injury Report” form must be filled out and signed immediately following the injury. Please have a staff member sign and assist you in the treatment of any bite or scratches, and in filling out the “Injury Report”.

**Report All Dog Or Cat Concerns To Your Supervising Staff Person:** Please notify your immediate staff person of any concerns regarding the health, temperament, or well being of all animals here at The NOAH Center. There are also “Daily Logs” on clipboards on every suite to record any changes you see.

**Stay On The NOAH Center Property At All Times When With a NOAH Animal:** Dogs must be on a leash unless in the off-leash area with the gate securely closed. Only one dog per volunteer and one dog at a time is allowed in the off-leash area. Exceptions are if a staff member has pre-determined animals to be “play buddies”. Any information on the dogs will be on the board in the Dog Kitchen. All dogs should stay at least 6 feet apart from each other when on walks. When walking the trail, always start at the end of the off-leash area and walk counter clockwise.

**Check Emails and Bulletin Boards:** Updates and news memos are emailed out, and a copy is always placed in the “Volunteer Communications Book” in the break room. Notices of upcoming events are placed on the bulletin boards in the break room and sign-in rooms. Please read notices to make yourself aware of any and all events coming up or changes. Volunteers are welcomed to participate at any of our off-site adoption or fundraising events. A weekly volunteer update is sent out as well as a monthly newsletter.

**Be Proactive In Preventing Accidents Or Incidents:** If you identify a safety hazard and can manage it, please do so. If you need assistance, please see your supervisor.

**Refrain From Bringing Non-Volunteers On Your Regularly Scheduled Day:** It is important that all volunteers attend NOAH’s Volunteer Orientation, submit a signed application, background check and manual acknowledgement form. This is for the safety of all concerned when working with The NOAH Center animals.

**Refer Potential Adopters to a Matchmaker:** As a volunteer, you may be asked about an animal or asked to open a suite for an adopter. Do not open suites for the public. Information about the animals is always changing, so please refer the potential adopter to the Front Desk for a Matchmaker. The Matchmakers are specifically trained to work with potential adopters.

**Injury and Worker’s Compensation:** Please report any injury, illness, or disability that occurs while at The NOAH Center to your supervisor, the Volunteer Director or the designee of either, immediately. Please make sure and fill out an Injury Report. If the injury requires medical attention, please advise your medical provider that it is a work related accident so they can provide you with the appropriate Labor & Industry forms/paperwork.

You must also disclose if you are currently under a Labor & Industry claim, or have been released from any other volunteer position. Persons found withholding this information will be terminated immediately.

**Fire Safety:** Fire extinguishers and exits are located throughout the building. It is each person's responsibility to know these locations and be aware of them at all times.

If you see a fire, and in your judgment, it can be safely extinguished, calmly and quickly use the fire extinguisher. Notify your supervisor or any manager of the occurrence immediately. *(If you do not know how to properly use a fire extinguisher, contact the Volunteer Director for training in advance of an emergency.)* If you determine the fire cannot be safely extinguished, immediately call 911, activate the fire alarm and evacuate the area.

If you are informed of a fire, remain calm, stop what you are doing, leave all the animals in their suites, close doors and windows, and leave your work area, directing patrons to accompany you. Proceed to the south off-leash area and wait for an all clear from the fire department, Executive Director, or a designated staff member.

### **Volunteer Descriptions**

*All positions have a description. These descriptions are available on the NOAH website under the Volunteer section or can be printed if requested by the Volunteer Director.*

**Cat or Dog Kennel Technicians:** Work under the direction of a NOAH Staff Kennel Technician and assist with animal feeding, cleaning of suites, colonies and kitty condos, sweeping & mopping, general maintenance, socializing, and various other cleaning duties.

**Dog Walkers:** Work under the direction of NOAH Staff Kennel Technicians. Dog walkers support the technicians with cleaning and other duties as needed, socializing and exercising dogs throughout the NOAH property and trails.

**Administrative Assistants:** Work under the direction of management staff and assist in filing, computer entry, special projects, and general clerical duties.

**Vet Clinic Assistants:** Work under the direction of the NOAH Veterinarian and Veterinarian Technician and assist with physical exams, surgical procedures, cleaning, surgery drop-offs and pick-ups, and day to day operations of the NOAH Spay/Neuter clinic.

**Vet Clinic Tech:** Works under the direction of The NOAH Center Vet Staff Technician and assist with cleaning of kennels after surgery and animal pick-up, assists owners to transport post-surgery animals to their cars, and general end of day surgery cleaning.

**Off-Site Cat Care Specialist:** Work under the direction of the Volunteer Director. You will be trained in caring and cleaning for our adoptable cats at locations in local area pet stores. You can also become an Offsite Volunteer Adoptions Specialist. You can also deliver cats, food, bedding and other needs as they arise at these sites.

Foster Parents: Work under the direction of the Foster Coordinators and provide specialized in-home care to orphaned kittens, puppies, mother cats and dogs with babies. Foster families must be approved by the Foster Coordinator.

Foster Care Assistant: Help the Foster Coordinator care for the little babies that are at The NOAH Center. Schedules vary as needed and scheduled by Foster Coordinator.

Volunteer Transfer: Work directly with the Transport & Partnership Coordinator and provides safe transport and behavioral assessments of animals from out partnering shelters.

Matchmaker Assistants: Work under the direction of The NOAH Center Adoptions Manager and staff Matchmakers. Volunteer matchmakers assist patrons with the adoption process, answering phones and greeting all visitors. Matchmakers develop knowledge of The NOAH Center animals and assist with making the right match for the adopter. *This position is only available after 3 months of continuous volunteering.*  
**Matchmaker Assistants must be 18 years of age or older.**

Receptionist/Greeters: Work under the direction of Volunteer Director, and assist with answering phones, greeting visitors and general miscellaneous duties. *This position is only available after 3 months of continuous volunteering.* **Receptionist/Greeters must be 18 years of age or older.**

On going training - Volunteers are encouraged to take all training offered. Notification of classes will be posted in the break room and in the weekly Volunteer update when available.

**Frequently Review Safety Handouts-** to ensure the safety of yourself and the animals. As part of your volunteering you will be initially required to review safety guidelines pertaining to your area. It is up to you to refresh your memory periodically and remain current on new policies and guidelines. Look for updates to be posted in the break room and in the volunteer weekly update, and our monthly newsletter.

**THANK YOU FOR REVIEWING THIS VOLUNTEER MANUAL.** Should you have any questions after reading this manual, please see the Volunteer Director. Please sign the acknowledgement page at the end of this manual and return to the Volunteer Director.



This volunteer handbook has been prepared for your information and understanding of the policies, philosophies and practices of The NOAH Center. Please read it carefully. Upon completion of your review of this handbook, sign the statement below, and return it to the Volunteer Department.

I, \_\_\_\_\_, have received and read a copy of The Noah Center Volunteer Handbook which outlines the goals, policies and expectations of The NOAH Center, as well as my responsibilities as a volunteer.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Volunteer Handbook provided to me by The NOAH Center. I understand this handbook is not intended to cover every situation which may arise during my volunteer term, but is simply a general guide to the goals, policies, practices and expectations of The NOAH Center.

You further understand that The NOAH Center may, in its sole discretion, change, delete, suspend or discontinue or deviate from any part or parts of the policies in this manual at any time with or without prior notice or reason. Any such changes made by The NOAH Center will immediately supersede the current contents of this manual.

\_\_\_\_\_  
Volunteer signature

\_\_\_\_\_  
Date