

N.O.A.H. Animal Adoptions Spay & Neuter Clinic

31300 Brandstrom Road, Stanwood, WA 98292

www.thenoahcenter.org

Facebook.com/thenoahcenter

(360) 629-7055

VOLUNTEER MANUAL

Mission Statement

Northwest Organization for Animal Help

is dedicated to stopping the euthanasia of healthy, adoptable and treatable dogs and cats by transferring these homeless pets from partner shelters.

We are also committed to “Building a Bond for Life” between pets and their families through quality pet adoptions, dog training, low-income spaying and neutering, humane education, and volunteer programs.

Northwest Organization for Animal Help



"Building A Bond for Life"

Dear Volunteer,

Welcome to the N.O.A.H. Volunteer Program,

Thank you for choosing to volunteer at N.O.A.H. We're excited to have the chance to share with you this awesome opportunity to learn more about the mission of N.O.A.H. and the great work we do for animals.

Volunteers (aka "Pet Heroes") play a key role in the work we do for the animals and only with your help are we able to rescue, adopt, train, groom, spay/neuter, and most importantly, provide love and exceptional care for all the animals that come to N.O.A.H.

We realize that by giving your time you are offering us a special gift. My role is to make the experience special for you. Throughout your time at N.O.A.H., please know that I am always available. If you have ideas on how your experience can be more enjoyable (i.e. schedule changes, position changes, etc.) please don't hesitate to let me know.

This manual is to inform you of N.O.A.H.'s policies. After reviewing this manual please sign and return the acknowledgement form to me (last page). You can place it in my in-box near the Executive Director's office or return it to my office. If you feel a policy does not pertain to you, please contact me so we can set up a time to discuss the matter.

Again, thank you for becoming a N.O.A.H. Pet Hero!

Sincerely,

Kat Dockstader
Volunteer Coordinator
N.O.A.H. Animal Adoption Center
6/ 2010

General Facts about N.O.A.H.

- The original N.O.A.H. opened in a small sheltering facility on Camano Island in 1986 and later closed in 1998 to begin fundraising for a new building.
- The new N.O.A.H. Center complex, capable of housing approximately 100 dogs and cats was opened on May 17, 2003.
- N.O.A.H. does not accept animals directly from the public, but rather transfers dogs and cats from over-crowded animal shelters.
- All of the animals selected to bring to N.O.A.H. are tested for good temperament and health.
- Once an animal is brought to N.O.A.H., it will remain there until it is adopted unless it is deemed unadoptable due to temperament or health issues. If an animal is deemed unadoptable it will either be returned to the originating shelter or, if they are suffering, they will be humanely euthanized.
- Once the animals arrive at N.O.A.H. they are examined by N.O.A.H. staff and provided the following services as needed:
 - Spaying or neutering
 - Select annual vaccinations
 - Avid Microchip
- Adoption rates start at \$100 each. Adopt 2 pets and get the second for \$50. The Senior Savers program entitles senior citizens (65years or older) to adopt a senior pet over 7years old for ½ off the adoptions fee.
- Professional dog training classes are available to the public and discounted for N.O.A.H. adoptees.
- N.O.A.H. is open 7 days a week to the public from 11:00 am to 6:00 pm Monday through Friday and 11:00 am to 5:00 pm on Saturday and Sunday. Volunteer shifts start at 8:00 a.m. each morning.
- N.O.A.H. has a resource library and a gift shop that are open to the public.
- A ½ mile dog walking trail surrounds the N.O.A.H. property and there are two off-leash areas that are open to the public.
- The N.O.A.H. Low-Income Spay/Neuter clinic is open seven days a week and offers spay/neutering services to pets of lower income community members.
- N.O.A.H. is a non-profit organization and supported by fundraising events and tax-deductible donations.
- We encourage all staff and volunteers to become a member of N.O.A.H. for \$25 yearly. Members receive a quarterly newsletter and special offers and events throughout the year.

Functions of your Handbook. This handbook will inform you about some of the policies and procedures of the N.O.A.H. Center. This handbook will not have the answer for every question or the solution to every situation. If it appears that a policy or procedure is not applicable to you, discuss the matter with the Volunteer Coordinator.

Volunteer Commitment. We ask volunteers to make a commitment of scheduling the same day, four hours a week for six months. Exceptions may be granted by the Volunteer Coordinator for individuals who cannot meet this commitment.

Responsibilities and Dedication. Animals in the care of N.O.A.H. are to be treated kindly, gently and professionally. Volunteers must support our policies inside and outside the Center. Superior customer service, consistent humane handling of animals, and fundraising are priorities for every N.O.A.H. staff member and volunteer

Be respectful of others. Be honest and professional. Staff and volunteers are dedicated to our mission and work towards accomplishing this mission with your help. Please be respectful when something is asked of you and if you have questions please ask. 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 N.O.A.H. 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 N.O.A.H. should be cleared through that department. Your assistance with fundraising and your personal donations are sincerely appreciated.

Standards of Conduct. As a N.O.A.H. volunteer you are expected to:

1. Refrain from representing a personal opinion as the position of N.O.A.H.
2. Only use N.O.A.H. resources for the benefit of N.O.A.H. and not personal gain.
3. Inform a N.O.A.H. staff member when gifts, goods or services are donated for the benefit of N.O.A.H.
4. Refrain from engaging in a business transaction in which the volunteer 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 at N.O.A.H.

Personal Appearance / Dress Code . As representatives of the N.O.A.H. Animal Adoption 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.

Volunteers are asked to purchase N.O.A.H. Volunteer T-shirts: short sleeves (\$10) or long sleeves (\$14) from the Volunteer Coordinator office. If you wish to purchase sweat shirts or polo's, they are available in our gift shop at 10% discount. . If you forget your T-Shirt, there are T-shirts 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 that you are able to stretch your arms up without showing skin or your undergarments.

For your protection, no open toed shoes are to be worn while volunteering at the Center, closed toed shoes at all times. N.O.A.H. volunteers are required to wear their N.O.A.H. T-shirt with tan / beige pants or neat blue jeans. Wear appropriate fitting pants with a belt if needed, at the waist to reducing tripping hazards. For volunteer safety, when walking N.O.A.H. animals we ask that you wear long pants and use insect repellent (provided by N.O.A.H. and located in the break room). During warmer weather, tan shorts may be worn but for your protection should not be shorter than 2" above the knee. Be sure that your mid drift is covered at all times, even when stretching up.

Signing In and Out Daily. We use an automated sign in / sign out system. You will be assigned a personal PIN number. You may change the number at any given time. Please sign in and out daily while at N.O.A.H. If you are volunteering at an off site event please log onto the web site, www.thenoahcenter.org, to document the time you volunteered. If at any time you forget to sign in/ out please write it on the clip board in the Volunteer Sign-In Room or email the Volunteer Coordinator so that your hours will be recorded.

Holidays. N.O.A.H. is open to the public 7 days a week, with the following exceptions:

New Years 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, cleaned and walked. 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 Coordinator. If you are interested in volunteering an extra shift during a holiday please contact the Volunteer Coordinator.

Adoptions. Being exposed to numerous orphaned animals while volunteering at the N.O.A.H. Animal Adoption Center can make you feel inclined to adopt them all. In order to help curb impulse adoptions, we ask volunteers to complete a three month probation before adopting. However, if you are in the market for a new pet before starting to volunteer, please notify the Volunteer Coordinator in advance and if the right pet for you comes in, an exception can be made by the Volunteer Coordinator. Volunteers who do decide to adopt a pet can receive a 25% discount on the adoption and most items purchased at the gift shop.

Absence and/or Tardiness. Each volunteer plays an important role for the N.O.A.H. Animal Adoption 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 and then advising the Volunteer Coordinator of the change. A list of volunteers is available by contacting the Volunteer

Coordinator. If you cannot cover your shift, please contact the Volunteer Coordinator as soon as possible. Failure to report to, or notify the Volunteer Coordinator of an absence, more than three times may subject you to discharge of your services at the N.O.A.H. Animal Adoption Center.

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 chat with other volunteers to perhaps learn about other areas of N.O.A.H. or just expand your horizons by meeting new people. Everyone is welcomed to bring their favorite snack, juice, coffee, tea to share with fellow volunteers. There is a sign up for snack in the break room on the bulletin board.

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 safety's sake telephone distractions are not welcome. In case of emergency, you can be reached on the direct line at (360) 629-7055.

Headphones while working at N.O.A.H. 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 surroundings and be able to hear if someone is in need of assistance.

Lockers. Lockers are provided for volunteer day use. They are located in the Sign In room and you may bring your own combination lock or borrow one for the day. N.O.A.H. locks and keys are located in the drawer under the computer at the sign in area.

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 Coordinator as soon as possible. We update a volunteer directory monthly with new volunteer information.

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 Coordinator, or a staff member.

Suggestions. Suggestions by N.O.A.H. volunteers are welcome, valued and encouraged. Any suggestions that would save time, money, material, or effort should be addressed through the suggestion box in the break room or 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, Operations Manager or Volunteer Coordinator. Media is considered anything that is printed, broadcasted, or televised about N.O.A.H.

Spay/Neuter Policy. The N.O.A.H. Animal Adoption Center promotes spaying/neutering of pets to help fight the pet overpopulation problem. Every animal that is made available for adoption will be spayed or neutered before release including pregnant animals.

Cleanliness. Some of the animals we rescue may arrive at N.O.A.H. with an illness or they may get ill while at N.O.A.H. Therefore it is very important that you wash your hands each time you leave an animal. There are sanitizing dispensers located throughout the facility for your use. 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 or Operations Manager.

Report all dog/cat bites and scratches to your supervising staff member immediately. An incident report must be filled out and sign immediately following the incident. Please have a staff member sign and assist you in the treatment of any bite or scratches.

Report all dog or cat concerns to your supervising staff person. Please notify your immediate staff person or Operations Manager of any concerns regarding the health and well being of all animals here at N.O.A.H.

Stay on the N.O.A.H. property at all times when with a N.O.A.H. animal. Dogs must be on a leash unless in the off leash area with the gate securely closed.

Check the bulletin boards located in the volunteer sign-in room and Staff/Volunteer break room to determine what new policies and procedures are in place. Stop and read notices make to yourself aware of any and all events coming up. Volunteers are welcomed to participate at any of our off site adoption events, fundraising events, or offer to support an event of their own.

Be proactive in preventing accidents or incidents. If you identify a safety hazard and you are confident and can managing it, please do so. If you need assistance please see your supervising staff person or Operations Manager.

Refrain from bringing non volunteers on your regularly scheduled day. It is important that all volunteers have attended an orientation, submitted and signed application, gone through the appropriate training and have had an interview with the Volunteer Coordinator. This is for the safety of all concerned when working with the N.O.A.H. animals.

Do not discuss the animals and their behaviors with potential adopters. As a volunteer in general, you may be asked about an animal. Please refer them to a matchmaker by going to get a matchmaker and introducing them to the potential adopter. Matchmaker positions are important to the success of animal home placements.

Injury and Worker's Compensation. If you are injured while volunteering at N.O.A.H. we ask that you use your personal insurance provider for care. If needed, N.O.A.H. may reimburse for deductible expenses. Please report any injury, illness, or disability that occurs while at N.O.A.H. to your supervisor, the Volunteer Coordinator, or the designee of either, **immediately.** If a report was not made at the time of an incident we will be unable to assist you in covering expenses.

Fire Protection. 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, and in your judgment, it can be safely extinguished, calmly and quickly use the fire extinguisher. Notify your supervisor or any senior manager of the occurrence immediately. If you do not know how to properly use a fire extinguisher, contact the Volunteer Coordinator. Do not wait until a fire occurs to determine knowledge of proper use!

If you determine the fire cannot be safely extinguished, contact your supervisor, a staff member, or call 911 immediately.

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 main parking lot by the fenced off leash area and wait for an all clear from the fire department, Executive Director, or a staff member.

Verbal, Physical or Sexual Harassment. For purposes of this policy, the term harassment includes – verbal, physical, or sexual. This means unwelcome advances, requests for sexual favors and other verbal or physical conduct or communication of a sexual nature.

Sexual harassment is prohibited by state and federal law, and it has no place in the N.O.A.H. work environment. Therefore, employees and volunteers shall not engage in conduct or communication which constitutes as verbal, physical or sexual harassment.

N.O.A.H. volunteers who believe that they have been the subject of verbal, physical or sexual harassment or N.O.A.H. volunteers who have observed an incident which they believe to constitute verbal, physical or sexual harassment by any N.O.A.H. official, volunteer, or employee, should immediately report such behavior to their supervisor, the Volunteer Coordinator, or the designee of either.

Whenever N.O.A.H. becomes aware of any alleged harassment, N.O.A.H. shall conduct an investigation of all allegations as soon as reasonably possible. Any volunteer found to have engaged in behavior which constitutes any type of harassment shall be discharged immediately.

Alcohol/Drug-free Workplace Statement. This statement is mandated by the Drug-Free Workplace Act of 1988, and it is provided in an effort to keep all workplaces “drug-free”. This statement is not a limitation upon N.O.A.H.’s power or authority to discipline volunteers for violations of other N.O.A.H. policies, including (without limitation) any N.O.A.H. policy concerning controlled substances.

N.O.A.H. and each of its volunteers have a legitimate concern and interest in maintaining an alcohol/drug-free workplace. It is N.O.A.H.’s intent to provide an alcohol/drug-free and safe work environment. To this end, N.O.A.H. publishes the following notices to its staff and volunteers:

1. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or being under the influence of a controlled substance on N.O.A.H.’s premises or while conducting N.O.A.H. business is absolutely prohibited. Violations of this prohibition will result in termination. The term "controlled substance" refers to drugs and chemical substances such as, but not limited to, marijuana, cocaine, crack cocaine, heroin, peyote, mescaline, LSD, etc.
2. As a condition of volunteering with N.O.A.H., each volunteer must abide by the terms of this statement, and must notify N.O.A.H. of any conviction under a criminal drug statute for a violation thereof occurring on premises or while conducting N.O.A.H. business. Such notice to the Volunteer Director must be received not later than five (5) days after such conviction.
3. The unauthorized use of alcohol / drugs, or being under the influence of alcohol or drugs while conducting N.O.A.H. business is prohibited. You will be asked to leave and not to return.

Problem Resolution. If during your volunteer time with N.O.A.H. 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 Coordinator for a final determination.

Resignation. If it is necessary for a volunteer to resign from N.O.A.H., the volunteer is expected to give proper written notice (minimum of 2 weeks) to the Volunteer Coordinator. Any volunteer who is absent three (3) consecutive scheduled working days, without notifying N.O.A.H., may be considered to have resigned.

Discipline/Discharge. Volunteers are required to comply with N.O.A.H. policies and procedures. All volunteers are unpaid. A volunteer may be terminated, with or without cause, with or without notice, at any time by N.O.A.H. staff.

Classification of Volunteers. All volunteers must be at least 14 years of age. Under age 16, volunteers must be accompanied by a parent or guardian while volunteering their time. We no longer offer court ordered community service hours.

All positions have a job description, as well as a training checklist to complete. These will be given to you either at orientation or your scheduled date of shadowing

Animal Care Technicians Dogs and Cats: work under the direction of N.O.A.H. Kennel Technicians and assist with animal feeding, dog and cat suites, colonies and kitty condo cleaning, general maintenance, socializing, and various other cleaning duties.

Matchmakers work under the direction of N.O.A.H. Adoptions Manager and Matchmakers. Volunteer matchmakers assist patrons with the adoption process, answering phones and greeting all visitors. Matchmakers develop knowledge of N.O.A.H. animals and assist with making the right match for the adopter.

Dog Walkers work under the direction of N.O.A.H. Kennel Technicians. Dog walkers support the technicians as needed, socialize dogs and exercise dogs throughout the N.O.A.H. property and trails.

Grooming and Bathers work under the direction of N.O.A.H. Kennel Technicians and assist with the brushing, bathing, and drying of N.O.A.H. animals.

Administrative Assistants work under the direction of management staff and assist in filing, typing and general clerical duties.

Receptionist/Greeters work under the direction of management staff and assist with answering phones, greeting visitors and general miscellaneous duties. May apply for this position after 3 months of service

Veterinarian Assistants work under the direction of the N.O.A.H. 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 N.O.A.H. Spay/Neuter clinic.

Temperament Testers work under the direction of the Operations Manager and rescue dogs and cats from our shelter partners. May be trained for this position after 3 months of volunteering.

Off Site Animal Care Volunteers are trained in caring for our adoptable animals at locations in local area pet stores. We deliver cats, food, bedding and other needs as they arise at these sites.

Animal Transport After your initial 3 months of volunteering, you may request to be trained to do animal transports to and from partnering shelters, rescue organizations, or between facilities where we have animals available for adoption.

Fostering. We occasionally have the need for specialized care of N.O.A.H. animals. Fostering is on an as needed basis. N.O.A.H. does not seek out animals from the public to foster. Foster families must be approved by our Foster Coordinator.

On going training - Volunteers are required to take all training as offered. Notification of classes will be posted in area kitchens, Volunteer sign in room and break room. Attendance of classes allows for volunteers to feel comfortable for working in all aspects of N.O.A.H.

Frequently review the safety handouts available by the front desk to ensure the safety of yourself and the animals. As part of your training 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 area of N.O.A.H. that you volunteer in.

Thank you for your review of this volunteer manual. Should you have any questions after reading this manual please see the Volunteer Coordinator, Executive Director, or Operations Manager. Please sign the last page indicating you've reviewed and understand what is stated in this manual. Please place your signed form in the Volunteer Coordinator's mailbox, located outside the Executive Director's office, or turn in at her office.

Acknowledgment of Receipt and Review of Volunteer Manual
Revised June 7, 2010

Please print your name:

I, _____, a volunteer at N.O.A.H.
Animal Adoptions, Spay / Neuter Center, acknowledge that I have reviewed and
understand The N.O.A.H. Center's Volunteer Manual.

Today's Date:

Volunteer Signature:

Parent/ Guardian of Underage Volunteers:

Comments or Questions:
