



HUMANE
DUBUQUE REGIONAL
SOCIETY
COMMUNITY OF UNCONDITIONAL LOVE



Volunteer Handbook

Mission

The DRHS protects and promotes the well-being of all animals by fostering respect for their inherent dignity.

Vision

The DRHS envisions a community where every pet has a permanent and loving home, companion animals are spayed or neutered, and all animals are treated with respect and compassion.

HOURS OF OPERATION

Monday – CLOSED | Tuesday-Sunday – 11 AM to 5 PM, Friday – 11 AM to 7PM

4242 Chavenelle Road, Dubuque, IA 52002
563.582.6766

Frequently Asked Questions

The Dubuque Regional Humane Society (DRHS) operates as a no-kill, open admission animal resource and adoption center. We never euthanize healthy, treatable animals for lack of space, length of stay, or any other reason not in their best interest. We strive to affirm that the Tri-State area is a compassionate, humane, no-kill community.

Where does the DRHS receive funding?

The DRHS is an independent 501(c)3 non-profit organization. We receive funding through memberships, donations, sale of services, grants, special events, contracts for specific services, and to a lesser degree, adoption fees. We are not funded federally, by the state or county, and are not part of, governed by, nor do we report to any other national animal welfare organizations.

When did the DRHS become a No-Kill Shelter?

With numbers low enough in to qualify since 2015, the DRHS officially became a certified No-Kill Shelter in 2017. We care for thousands of animals each year – as an open-admission shelter, no animal is ever turned away!

Where do all the animals come from?

Most of the animals in our shelter are surrendered by their owners or are strays that have not been claimed. We also partner with various organizations around the United States, having dogs transported to our shelter a few times a month.

Does the DRHS only accept dogs and cats?

We accept any domestic animal including but not limited to guinea pigs, turtles, snakes, and fish. We are able to assist any animal that enters our door!

What are the Five Freedoms?

Freedom from hunger and thirst by ready access to fresh water and diet to maintain health and vigor. Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area. Freedom from pain, injury or disease by prevention or rapid diagnosis and treatment. Freedom to express normal behavior by providing sufficient space, proper facilities and company of the animal's own kind. Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering.

Can I bring my family or friends to join while I volunteer?

Unfortunately, volunteers are asked not to bring guests to volunteer unless they have also completed the application, liability waiver, AND New Volunteer Orientation.

More Questions?

When in doubt, ask! Our staff is happy to help. Visit our website at dbqhumane.org, call our front desk at 563-582-6766, or contact our Volunteer Manager at volunteer@dbqhumane.org.

Welcome!

Thank you for your interest in volunteering for the Dubuque Regional Humane Society!

*"The smallest act of kindness is worth more
than the grandest intention."*
Oscar Wilde

Who Can Volunteer?

- Those 16 years of age and older who meet ALL independent volunteering criteria are able to volunteer with the DRHS independently
- Individuals unable to meet independent volunteering criteria & those ages 12-15 can join if supervised by parent/guardian (18+) who has also attended orientation

Great opportunity for grandparent/grandchild experiences or client/mentor community activity

Independent Volunteering Criteria

For the safety and wellbeing of staff, volunteers, and animals at DRHS, all volunteers age 16+ serving independently or supervising others must possess several key abilities.

Volunteers must:

- Follow volunteer policies & procedures, complete tasks independently with little to no supervision (**discuss any personal limitations with the Volunteer Manager prior to service**) and respect/adhere to ever-changing policies, procedures, human/animal populations, or stances on wildlife, exotics, and other animal welfare issues
- Interact calmly and respectfully with volunteers, staff, and guests
- Be comfortable in a loud environment with potential of getting clothes dirty
- Withstand possible exposure to zoonotic diseases such as ringworm and mange
- Positively represent the DRHS mission when interacting with the public
- Adhere to Volunteer Dress Code
 - Wear close-toed shoes at all times; non-slip shoes are advised
 - Name badge must be worn and clearly visible
 - Present a positive appearance (no obscene/offensive tattoos or clothing)
 - Wear jewelry at your own risk while volunteering; keep in mind the safety of animals, self, and others. Be sure items do not interfere with productivity

Independent Volunteering Criteria Continued

All volunteers are expected to:

- Respectfully uphold the mission of the DRHS in and out of the facility
- Adhere to the organization's policies and procedures; read and adhere to all signs
- Participate in necessary orientation, trainings, and meetings
- Act professionally and courteously with the public, staff, and other volunteers
- Be punctual, accountable, and responsible for your performance
- Communicate issues or concerns likely to affect your volunteer duties
- Carry out the duties listed in your volunteer position description
- Respectfully accept supervision and direction from staff and other volunteers
- Ask for support when needed; support others volunteering/working with the DRHS
- Immediately report to management any hazards, bites, scratches, or incidents
- Logos and trademarks may not be used without DRHS's consent
- Give notice if your availability changes or you wish to leave the organization
- Complete the application/liability waiver AND attend orientation; **this includes parents, guardians, mentors, and direct care service providers**
- Enter through the front door and leave the building at time of close unless otherwise approved by staff; **volunteers should NEVER provide services without staff present**
- Be responsible for transportation to or from the DRHS or any DRHS event
- Refer all challenging inquiries to staff members; **NEVER offer training/medical advice**
- Refrain from entering 'Staff Only' areas unless otherwise instructed by staff
- Refrain from using your cell phone while performing volunteer service
- Schedule all volunteer service **at least 24 hours in advance**; volunteers who do not schedule and receive confirmation will only be permitted to complete Shelter Crew tasks regardless of status

To sign up:

- Utilize the Sign-Up Calendar on your volunteer portal
- Email Volunteer Manager with any concerns
- **Record volunteer hours accurately and appropriately**; grants and volunteer funding are awarded based on program strength and hours volunteers provide to DRHS

To record service:

- Volunteers will sign in on the computer using the 7-digit pin number given
- Follow prompts and allocate your hours to the correct service task
- Sign out before leaving your shift

Rights & Resignation

Despite disclaimers, your web interaction can result in negative public opinions about the DRHS, its partners, supports, and contributors. To keep the DRHS and animals in our care from adverse effects caused by statements or social media postings, please keep the following information in mind.

All volunteers have the right to:

- A safe work environment
- Be respected and appreciated
- Receive proper training and orientation
- Ask questions, request additional information/ training, make program suggestions
- A written copy of volunteer responsibilities, policies, and procedures
- Resign Respectfully

Your Legal Liability

- Volunteers are legally liable for anything said, written, or presented online. Make any post clear that you are not speaking on behalf of the organization and simply as a member of the community
- Speak respectfully about the DRHS, our current and potential employees, visitors, partners, and competitors
- Do not share copyrighted materials or confidential or proprietary information about the DRHS including but not limited to trademarks, animals not available for adoption, disposition of any animals, sales, finances, employees, volunteers, adopters, organizational strategies, or any other information not publicly released by the DRHS
- Unfounded, misinformed, defamatory, or derogatory content; pornographic, harassing, or libelous statements can create a hostile work environment and are viewed unfavorably by DRHS which can result in volunteer termination
- The DRHS cannot be held liable for damaged, lost, or missing personal belongings

Resignation/Dismissal Policy

- If you choose to leave the DRHS volunteer program temporarily or permanently, please contact the Volunteer Manager. Inactivity for more than six months will require attendance of another volunteer orientation
- If volunteers are found to be out of compliance with any policies or procedures, volunteers will first receive a verbal warning, followed by a written warning, and finally, if non-compliance persists, dismissal from the volunteer program

Volunteer Opportunities

The DRHS has over 30 volunteer opportunities spanning every department including animal care, enrichment, community care, behavior modification, rehoming, transport, humane education, community outreach, fundraising, marketing, bookkeeping, etc. Volunteers are able to help out in every capacity at DRHS. A few key opportunities are listed below.

Shelter Crew

Shelter Crew volunteers must possess perseverance and initiative, with a long-term goal of helping promote the health and wellbeing of all animals in the care of the DRHS. Volunteers should be willing to learn from and work hand-in-hand with staff, be excited about animal enrichment, and passionate about the well-being of all animals.

Duties:

The initial 3 hours following orientation are to familiarize volunteers with our organization, our staff, and the animal procedures of the DRHS. Volunteers will be under light supervision while completing the "Shelter Crew" checklist. Once these 3 hours have been completed, volunteers will become eligible to partake in additional volunteer opportunities (i.e. Trained Handling).

- **Laundry, Grounds, Shelter Training**
 - Wash/fold/put away laundry, throw away damaged bedding and toys, sweep/mop laundry room
 - Scoop outside play yard, replace waste station garbage, fill water bowls, wash scoops
 - Sweep/Mop (halls, clinic, food room), wash glass doors and windows, wash baseboards and walls throughout building
 - Office assistance stuffing letters, assembling adoption packets, etc.
- **Adoption Etiquette/ Outreach Event**
 - Learn Pet Pantry process, accept/log/put away donations
 - Sign up for a shift at one of our off-site adoption events
- **Canine Care**
 - Restock food and supplies, clean food cart, sweep/mop canine areas, clean mop closets as needed, wash dishes, complete enrichment activities
- **Feline Familiarity**
 - Restock food and supplies in front cats and back holding, clean food cart, sweep/mop feline adoption mall and back holding, wash dishes, complete enrichment activities

Green Team

Service can include planting, trimming, and watering plants, pulling weeds, removing yard waste & trash for the wellbeing of our animals and environment.

Office Administration Volunteer

Volunteers assist in a variety of tasks; assembling informational materials for potential adopters, scanning documents, entering data, etc.

Adoption Event & Outreach Attendant

Raise awareness and offer DRHS services while aiding in finding forever homes for adoptable animals. Volunteers pick up/drop off booth items and adoptable animals, tend to adoptable animals during the event, and promote DRHS services. The DRHS attends various community events at Petco, PetSmart, and Wags at the Flags, etc.

Humane Education Assistant

Volunteers assist during Kids & Critters Summer Camps and other children's off-site presentations or activities, providing the community with animal safety and care education.

Special Events

Assist the DRHS with annual fundraisers and events.

Foster Volunteer

Some animals require individualized focus to care for specific needs until eligible for adoption. Animals requiring foster homes could orphaned kittens/puppies, nursing mothers, those recovering from surgery, or requiring additional emotional/behavioral support. The DRHS provides food/treats, bowls, kennels, litter & boxes, comfort items, medical treatment, and medications. Compassionate and dedicated candidates must complete a foster application, be approved by our Director of Operations, and allow a home visit prior to bringing animals into your home.

Trained Handler

Trained Handlers assist staff in providing high-quality animal care, enrichment, and adopter service while following all current procedures. Following completion of 'Shelter Crew' requirements, volunteers become eligible to schedule a short training session to learn about behavior, handling techniques, and basic obedience.

Duties:

- All Shelter Crew duties
- Socialize and exercise adoptable animals using consistent handling techniques
- Maintain sanitary kennel, building, and outdoor environment by cleaning up after animals
- Professional approach to interacting with staff, volunteers, guests and animals
- Greet, acknowledge, escort guests in front lobby and throughout shelter
- Model ideal conduct and handling techniques, assisting Shelter Crew volunteers
- Partake in Bathing/Grooming, Morning Walk Crews, Photography, and other volunteer opportunities

Programs & Services

Adoptions

The DRHS cares for thousands of animals each year. Adoption fees vary based on species and age. To adopt, a prospective adopter will fill out an adoption application, which is screened by staff. All cats and dogs adopted from the DRHS are spayed/neutered, current on vaccinations, and microchipped.

Rehoming by Appointment

Rehoming by appointment gives us an opportunity to meet with the previous owners, gathering medical and behavioral information, providing resources, and offering alternatives to rehoming.

Lost & Found

The DRHS returns hundreds of lost animals to their owners each year. This is mainly due to rabies tags and the DRHS policy to microchip every cat or dog adopted out. The DRHS creates lost reports for those who call in with a lost pet. The DRHS is contracted with the City of Dubuque, Peosta, Epworth, Asbury, Dyersville, and Dubuque, Dubuque County, Grant and Jo Daviess County to house stray animals.

Volunteer Program

Volunteers help maintain the functionality of our shelter. Volunteers assist with animal care and enrichment, bathing/grooming, fostering, fundraising events, off-site activities and much more.

Humane Education/Community Outreach

Staff and volunteers perform community presentations about companion animal safety, care, and responsibility for all grade levels. The DRHS conducts youth programs (i.e. Kids & Critters Summer Camp), and serves as an information resource for various community events.

Pet Pantry

Financial difficulties due to job loss or change in family status are among the top reasons why owners rehome their pets. The DRHS continually strives to find ways to keep pets with their families. All pet food and cat litter donated to the shelter supports our Pet Pantry program, allowing community members to receive assistance.

Hadley's Dog Park

Hadley's Dog Park is the first and only private, member only dog park in the Dubuque Community. The park is open year-round and features over an acre of green space allowing dogs to run, play, and socialize. The park is located on Kinsey's Campus at the Dubuque Regional Humane Society.

Incoming Animals

The DRHS has an open admission philosophy and therefore accepts all animals in our jurisdiction regardless of health, age, breed, or temperament. The DRHS only performs humane euthanasia for animals too ill or injured for treatment or those animals who pose a major health or safety risk to potential adopters.

Stray Animals

Strays animals are housed in areas not accessible to the public. Stray animals are held for several days, giving owners ample time to claim them before being evaluated and prepared for adoption.

Rehomed/Surrendered Animals

Community members may call our shelter to schedule an appointment with our Rehoming Consultant to discuss their situation, receive alternatives to rehoming, and ultimately offer the DRHS vital animal information to find success in their future home.

Transported Animals

The DRHS works with different national animal welfare organizations to transfer animals from overpopulated shelters to our community where they have greater opportunity to find loving homes.

Other Animals

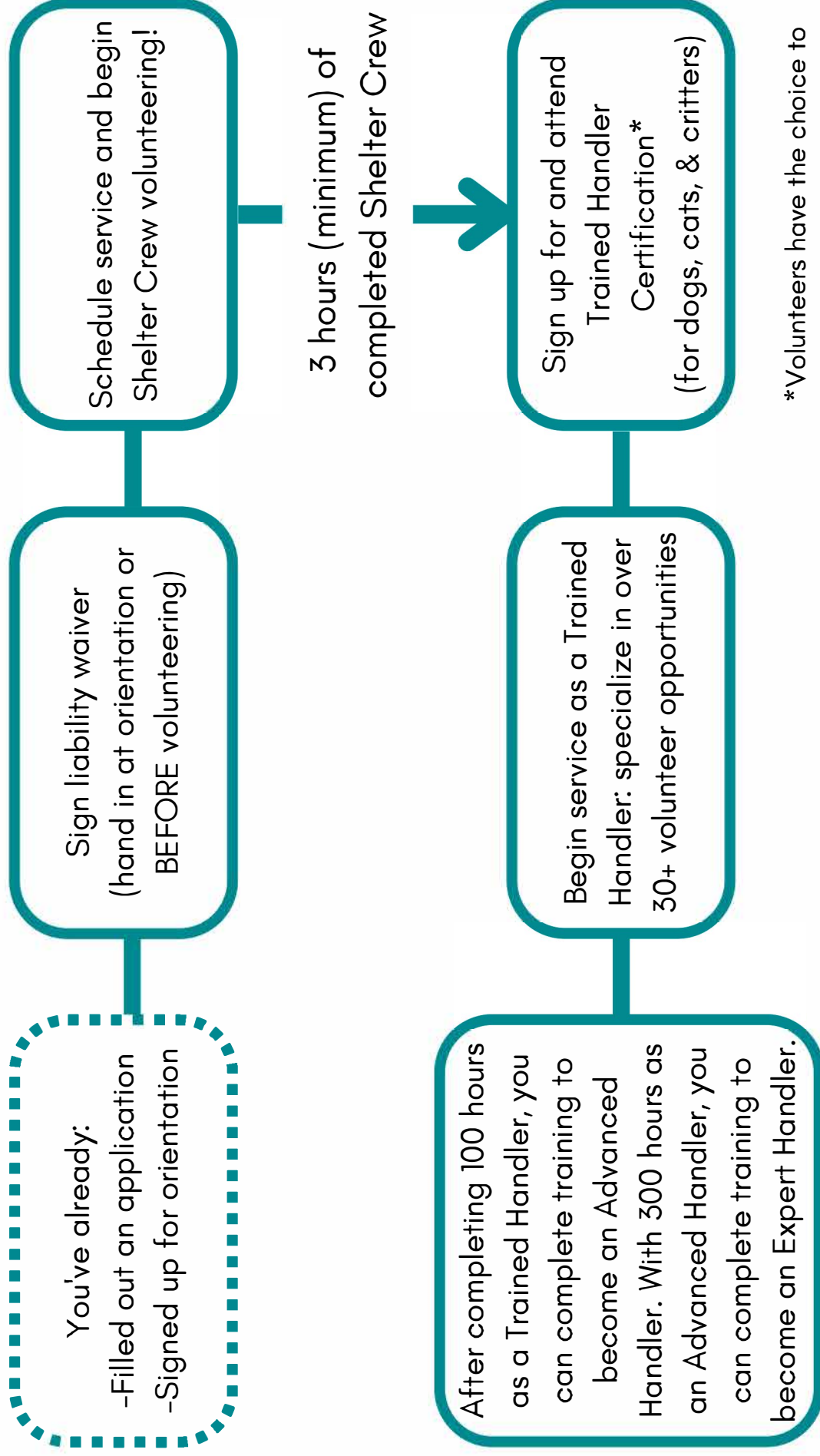
The DRHS handles a wide variety of companion animals, in addition to dogs and cats, and frequently receive hamsters, Guinea pigs, rabbits, birds, snakes, and fish. We also accept reptiles, amphibians, etc. Sometimes the DRHS receives exotic animals we are unable to care for, in which case alternative rescue groups are contacted.

Restricted Animals

Some animals may not be available for adoption. These include animals with any infectious disease, or animals whose temperament has not been tested. We cannot predict when or if these animals will become available. If a prospective adopter should show interest in one of these animals please direct them to the front desk. Please be aware of all signage on cages that indicate what animals are restricted.



New Volunteer Timeline



*Volunteers have the choice to
become a trained handler for cats,
dogs, and/or critters.

Handbook Acknowledgment/ Receipt

I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it. The Volunteer Handbook describes important information about the DRHS, and I understand that I should contact the Manager of Volunteer and Foster Engagement regarding any unanswered questions. Accordingly, either I or the DRHS may terminate the relationship at will, with or without cause, at any time. This handbook and the policies and procedures contained herein supersede all prior practices, oral or written representations, or statements regarding the terms and conditions of my service with the DRHS. I understand all policies and practices may be changed at any time. All changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Release of Liability Waiver

I hereby authorize the Dubuque Regional Humane Society (DRHS) to seek Emergency Medical Treatment in case of accident, injury or illness. I acknowledge my understanding that the handling of animals and other volunteer activities may place me in a hazardous situation and could result in injury and I assume that risk. I agree to hold harmless the DRHS and any employees and/or members of the Board of Directors of said agency from any liability whatsoever arising from my participation in the DRHS Volunteer Program. In consideration of being allowed to participate in the DRHS Volunteer Program, I hereby release the DRHS, its employees, officers and directors from any liability for injuries I might receive in my volunteer activities on behalf of the DRHS. I certify that the above information given is accurate and true. I understand that I must attend a Volunteer Orientation meeting and sign a Volunteer Agreement before I will be allowed to volunteer for the DRHS. As a volunteer of the DRHS, you may have access to confidential information, which is not generally known to or accessible by the public. Disclosure of confidential information is not permitted. This non-disclosure applies during and after your volunteer time with the DRHS. Any copying, reproducing or distributing of confidential information in any manner must be authorized by management. Confidential information remains the property of the DRHS. Understanding that public relations are an important part of a volunteer's activities on behalf of the DRHS, I hereby authorize the DRHS to use any photographs of me in its possession for public relation purposes.

Volunteer Signature

Date

Volunteer Name (Print)

Guardian Signature (If under age 18)

Date

Guardian Name (Print)