



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 to the public
Tuesday - Thursday: 11am - 5pm
Friday: 11am - 7pm
Saturday - Sunday: 11am - 5pm

4242 Chavenelle Road, Dubuque, IA 52002
563-582-6766

Welcome!

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

*"Volunteers do not necessarily have the time; they
just have the heart."~Elizabeth Andrew*

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 and trainings. –

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. Failure to comply with our policies and procedures may result in dismissal from the volunteer program.

Volunteers must:

- Complete the online application, liability waiver AND orientation process before serving; **this includes parents, guardians, mentors, and direct care service providers**
- Enter building 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
- Follow, respect, and adhere to shelter policies and procedures, as well as human/ animal populations, stances on wildlife, exotics, and other animal welfare issues
- Read and adhere to all signs posted around the shelter
- Complete tasks independently with little to no supervision
- Communicate issues or concerns likely to affect your volunteer duties; ask for support when needed
- Respectfully accept feedback, direction, and supervision from staff and other volunteers
- Interact respectfully, professionally, and calmly with volunteers, staff, and the public

Independent Volunteering Criteria (Continued)

Volunteers must:

- Adhere to Volunteer Dress Code:
 - Wear close-toed, non-slip shoes at all times
 - Name badge must be worn and clearly visible at all times
 - 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
- Be comfortable in a loud, odorous environment with potential of getting clothes dirty
- Withstand possible exposure to zoonotic diseases, such as ringworm and mange
- Carry out the duties listed in your volunteer position description
- Immediately report to management any hazards, bites, scratches, or incidents
- Refer all challenging inquiries to staff members; **NEVER offer training/medical advice**
- Refrain from entering 'Staff Only' areas unless otherwise instructed by staff
- Respectfully uphold and positively represent the DRHS mission, in and out of the facility
- Be punctual, accountable, and responsible for your performance
- Refrain from using your cell phone while performing volunteer service
- Logos and trademarks may not be used without DRHS's consent
- Give notice if you wish to leave the organization

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.

Scheduling and Recording Service

- Schedule all volunteer service at least 24 hours in advance through the sign-up calendar on your volunteer portal (log-in for portal can be found at <https://www.dbqhumane.org/volunteer>)
 - Email Volunteer Coordinator if you have questions
- Record volunteer hours accurately and appropriately; grants and funding are awarded based on program strength and hours volunteers provide the DRHS
- **Recording Service:**
 - Volunteers will sign in on the computer located in the volunteer lounge using your unique PIN (located on the back of your name badge)
 - Follow prompts and allocate your hours to the correct service task
 - Sign out before leaving your shift

DRHS 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 previous owners, gathering medical and behavioral information, providing resources, and offering alternatives to rehoming.

Lost and Found Animals

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 County, Grant County and Jo Daviess County to house stray animals.

Low-Cost Spay and Neuter Clinics

The Dubuque Regional Humane Society offers low-cost spay and neuter services for owned cats and dogs in the area on a limited basis (approximately every two months). Core vaccines, microchips, and other basic services are also available through this program.

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.

Discount Adoption Programs

We are a proud participating shelter with the Pets for the Elderly Foundation. This organization helps pay the fees to participating animal shelters throughout the United States for senior citizens (age 60 and over) who adopt a companion dog or cat from a participating shelter. The DRHS is also proud to offer our "Vets Need Pets" program in partnership with the local Veteran's Freedom Center. The program offers veterans \$50 off a cat or dog adoption with their military ID.

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

Stray 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 Animals

Community members may call our shelter to schedule an appointment with our Community Care Representatives 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.

Restricted Animals

Some animals in the building 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. Please be aware of all signage on cages that indicate what animals are restricted. If a prospective adopter should show interest in one of these animals please direct them to the front desk.



Volunteer Opportunities

The DRHS has a variety of volunteer opportunities spanning every department including animal care, enrichment, community care, behavior modification, humane education, community outreach, fundraising, marketing, bookkeeping, etc. Volunteers are able to help out in every capacity at DRHS. Key opportunities are listed below.

Shelter Crew

All new volunteers start off as Shelter Crew members. **Shelter Crew volunteers do not have any animal contact.** The initial 3 hours (minimum) following orientation are to familiarize volunteers with our organization, staff, and the animal cleaning procedures of the DRHS. Volunteers should be willing to learn from and work hand-in-hand with staff, have strong initiative and perseverance, and have the long-term goal of helping promote the health and wellbeing of all animals in the care of the DRHS.

Duties:

The initial 3 hours (minimum) following orientation are to familiarize volunteers with our organization, staff, and the animal cleaning procedures of the DRHS. Volunteers will be under light supervision while completing the "Shelter Crew" hours from both staff and other volunteers. 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, wash scoops
 - Sweep/Mop hallways, 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
 - Assist at off-site outreach events and fundraisers
- **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

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 attend a 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 Morning Walk Crews, Photography, and other volunteer opportunities

Office Administration Volunteer

Volunteers can 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 (must be trained to do so), tend to adoptable animals during the event, and promote DRHS services. The DRHS attends various community events at Petco, PetSmart, 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, such as Pizza Ranch Share Night, our pet supply sales, the annual Tails at Twilight gala, and more!

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.

Volunteer 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 Coordinator. 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**

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 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!

Does the DRHS only accept dogs and cats?

The DRHS accepts and handles a wide variety of companion animals, in addition to dogs and cats. We frequently receive hamsters, Guinea pigs, rabbits, birds, ferrets, and rodents . 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.

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?

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

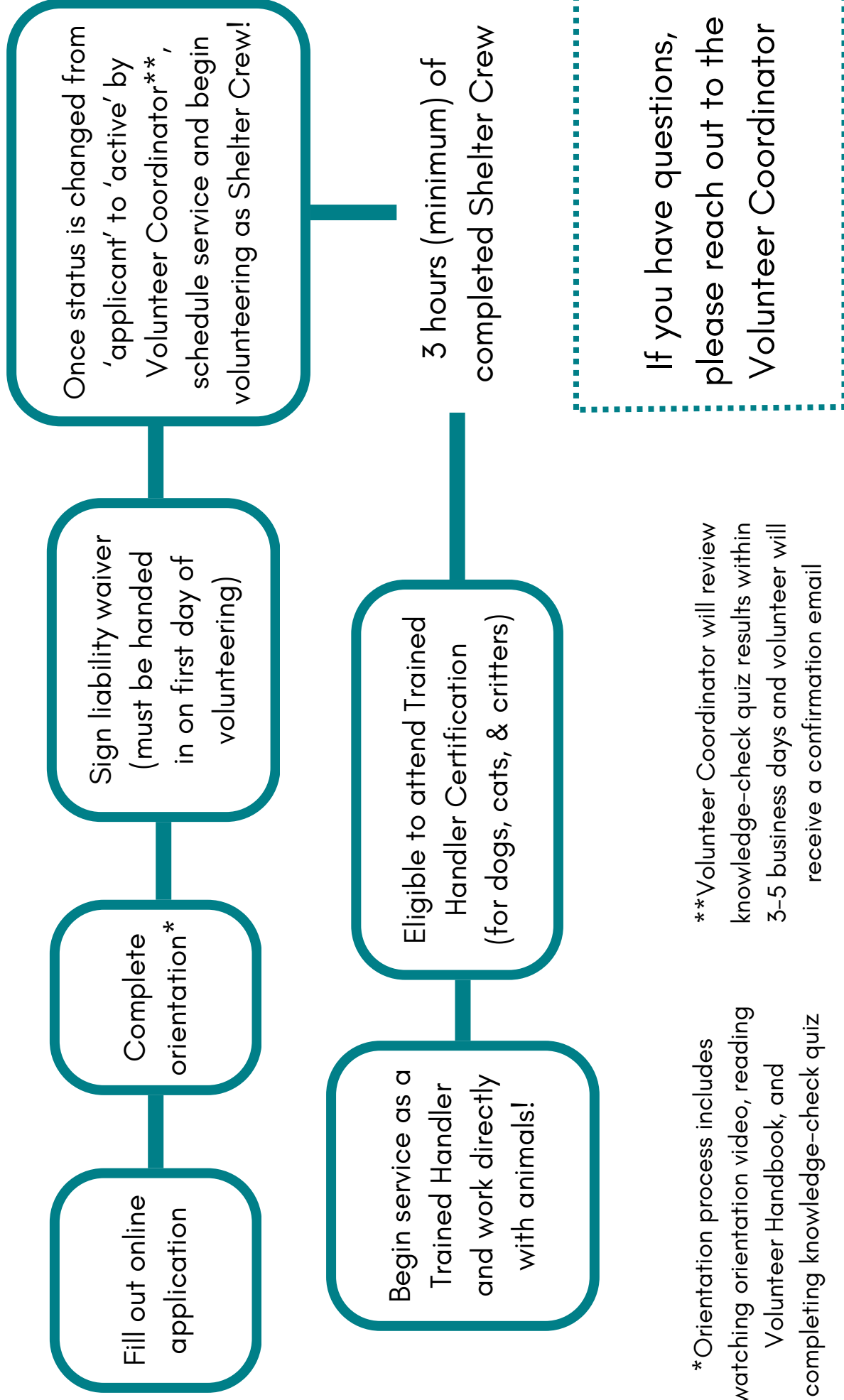
More Questions?

When in doubt, ask! We are happy to help. Visit our website at dbqhumane.org or contact our Volunteer Coordinator at 563-239-9227 or volunteer@dbqhumane.org.



HUMANE
DUBUQUE REGIONAL
SOCIETY

New Volunteer Timeline



*Orientation process includes watching orientation video, reading Volunteer Handbook, and completing knowledge-check quiz

**Volunteer Coordinator will review knowledge-check quiz results within 3-5 business days and volunteer will receive a confirmation email

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 Volunteer Coordinator 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 complete the Volunteer Orientation process 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)