



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-Thursday – 11 AM to 5 PM
Friday – 11 AM to 7 PM | Saturday-Sunday – 11 AM to 5 PM

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 shelter. We provide animals in our care the best opportunity to be placed into safe, loving homes. We never euthanize healthy, treatable animals for lack of space, length of time, or any other reason that is not in their best interest. We partner with residents to affirm the Tri-State area is a compassionate, humane, no-kill community.

Where does the DRHS receive funding?

The DRHS is funded through memberships, donations, sale of services and merchandise, grants, special events, contracts for specific services, and to a lesser degree, adoption fees.

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 pick up stray animals?

Animal Control is responsible for picking up stray animals. We provide the animals with housing and care for the animals. Stray animals also come to us from private citizens who have befriended a lost animal, the sheriff's department and our local city police departments.

Is there a time limit for keeping animals?

No. As long as the animals are healthy and not a safety concern to themselves or others, they will remain at the shelter until adopted.

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!

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 Outreach Coordinator at outreach@dbqhumane.org

Welcome!

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

The Dubuque Regional Humane Society (DRHS) is an independent 501(c)3, non-profit organization. We are not funded by federal, state, or county. We are not part of, governed by, nor do we report to HSUS, AHA, or the ASPCA.

Our volunteers are a vital component to the success of our shelter. We have many volunteer opportunities, which are all highlighted during volunteer orientation and online. Whether you work with the animals, the public, or behind the scenes, you will help improve the quality of life for the animals and increase their chances for adoption.

**“The smallest act of kindness is worth more
than the grandest intention.”**

Oscar Wilde

Who Can Volunteer?

- Individuals 16 years of age and older who meet ALL independent volunteering criteria
- Individuals unable to meet independent volunteering criteria & those ages 12-15 can join if supervised by parent/guardian(18+) who has also attended orientation
 - **Individuals serving in ANY volunteer capacity including adults assisting junior volunteers or those unable to meet independent volunteering criteria must complete the application, liability waiver, and attend a volunteer orientation

Dress Code

- Volunteers must wear close-toe shoes at all times; non-slip shoes are advised
- Name tags must be clearly visible at all times
- Present a neat appearance (no obscene/tattered clothing)
- Limit the amount of jewelry worn while volunteering to prevent injury to animals, self, or others. Necklaces, earrings, and bracelets may be worn as long as they do not interfere with productivity

Independent Volunteering Criteria

For your safety and the safety of animals at DRHS, we require that all individuals 16 and older volunteering independently or those 18 and over who are supervising other volunteers possess several key abilities.

Volunteers must possess these qualities:

- Ability to complete volunteer tasks; discuss any physical or behavioral limitations with the Outreach Coordinator prior to beginning service
- Be able to cope with a loud environment
- Be comfortable getting clothes wet or dirty
- Withstand possible exposure to zoonotic diseases such as ringworm and mange
- Respect regular changes to policies, procedures, personnel, and animal populations; stances on wildlife, exotics, and other key animal welfare issues
- Be willing to interact calmly and respectfully with volunteers, staff, and guests
- Appropriately and accurately represent DRHS policies when interacting with the public or otherwise representing DRHS
- Manage unexpected animal behavior according to current policy or protocol; reading animals' body language and verbal cues
- Observe health and behavioral concerns while socializing animals

Recording Volunteer Hours

It is important that we track all hours for all of our volunteer activities. When applying for grants, many times awards are based on the strength of our program and on the number of hours dedicated to volunteer service, so it is important to record all hours of service accurately.

To record your time:

- Volunteers will sign in on the computer using the 7 digit pin number given
- Follow prompts and allocate your hours to the correct service (Shelter Crew: Canine Care, Shelter Crew: Laundry Training, etc.)
- Sign out before leaving your shift

Volunteer Guidelines

- All volunteers must complete all required paperwork and attend an orientation; **this includes parents, guardians, and direct care service providers**
- Volunteers are responsible for own transportation
- Volunteers must enter through the front door only and leave the building at time of close unless otherwise approved by staff; **volunteers should NEVER provide services without staff present**
- Adhere to Volunteer Dress Code; name badges must be clearly visible at all times
- Sign in and out before and after your volunteer shift; all hours must be recorded
- To prevent miscommunication or misinformation, please refer all challenging guest inquiries to the front desk staff. **NEVER offer training or medical advice**
- Stay out of designated 'Staff Only' areas unless otherwise instructed by staff
- **When socializing adoptable pets, please do not bring family or friends who have not attended our volunteer orientation**
- Refrain from using your cell phone while performing volunteer service
- The DRHS is not liable for any lost or missing belongings brought into the shelter

Volunteer Responsibilities

All volunteers are expected to:

- Respectfully uphold the mission of the DRHS on and off the job
- Adhere to the organization's policies and procedures
- Participate in necessary orientation, trainings, and meetings
- Be punctual and accountable
- Act professionally and courteously with the public, staff, and other volunteers
- Be responsible for yourself and 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
- Ask for support when needed
- Support others volunteering/working with the DRHS
- Read and adhere to all posted signs
- Immediately report to management any bite, scratch, or accident
- Notify appropriate personnel of any hazards you may notice
- Respect confidentiality as required by your assignment
- Logos and trademarks may not be used without the DRHS's consent
- Give notice if your availability changes or you are leaving the organization

Rights to Respect & Privacy

To prevent the DRHS and the animals under our care from any adverse effects caused by statements or social media postings, please keep the following information in mind.

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
- Speak respectfully about the DRHS, our current and potential employees, visitors, partners, and competitors
- DRHS encourages you to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your web interaction can result in negative public opinions about the DRHS and its employees, partners, and products
- Do not share 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, and any other information not publicly released by the DRHS
- The use of copyrighted materials, unfounded or derogatory statements, or misrepresentation, commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment are viewed unfavorably by DRHS and can result in serious disciplinary action

Resignation/Dismissal Policy

- If you choose to leave the DRHS volunteer program temporarily or permanently, please contact the Outreach Coordinator. Volunteers inactive for more than three months will be required to attend another volunteer orientation
- If for any reason volunteers are found to be out of compliance of any procedures set forth in orientation, volunteers will first receive a verbal warning, followed by a written warning, and finally, if non-compliance persists, dismissal from the volunteer program

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 suggestions
- A written copy of volunteer responsibilities, policies, and procedures
- Resign Respectfully

Incoming Animals

The DRHS has an open admission philosophy and therefore accepts every animal that is surrendered to us regardless of health, age, breed, or temperament. Open admission is essential to providing shelter and care to thousands of animals that would otherwise have no safe refuge and also to ensure that the people and animals in our community can rely on us no matter the circumstance. The DRHS only performs humane euthanasias 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 they are evaluated for adoption.

Rehomed 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 find success in their future home.

Other Animals

The DRHS handles a wide variety of companion animals, in addition to dogs and cats. Frequently receiving 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.

Programs, Services, & Opportunities

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 surrender.

Lost & Found

The DRHS returns hundreds of lost animals to their owners each year, and this is mainly due to rabies tags and microchips. The DRHS creates electronic lost reports for owners who call in with a lost pet. The DRHS is contracted with the City of Dubuque, Peosta, Epworth, Asbury, Dyersville, and Dubuque, Grant and Jo Daviess County to house stray animals.

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.

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.

Cruelty & Neglect Investigations

Occasionally, the DRHS receives calls that an animal is being abused or neglected. In these cases, specific staff members perform investigations as soon as possible and follow-up in a timely manner. We prefer to educate pet owners, but have successfully prosecuted when necessary. Every animal has the right to food, water, and shelter.

Pet Behavior & Training

Obedience classes can aid in establishing a stronger relationship with your dog, built on trust and respect. For information regarding behavior modification/training, the DRHS offers a list of referrals.

Shelter Crew

New Volunteers must possess perseverance and initiative, with a long-term goal of helping promote the health and well-being of all companion 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 6 hours following orientation are to familiarize new volunteers with our organization's policies and procedures, building, and staff. Volunteers will be under light supervision while completing the "Shelter Crew" checklist. Once these 6 hours have been completed, volunteers will become eligible to partake in additional volunteer opportunities. Any of these 6 hours are able to be replaced with hours provided during Adoption Events or other Special Events.

- **Canine Care (1 Hour)**
 - Restock food and supplies, sweep/mop all canine areas, clean mop closets as needed, wash dishes
- **Feline Familiarity (1 Hour)**
 - Restock food and supplies in front cats and back holding, sweep/mop feline adoption mall and back holding, wash dishes
- **Laundry, Grounds, Shelter Training (3 Hours)**
 - 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 scoopers
 - Sweep/Mop (halls, clinic, food room), wash glass doors and windows, wash baseboards and walls throughout building
- **Greeter/ Adoption Etiquette (1 Hour)**
 - Greet and direct all visitors, answer phones, assist in adoption process, learn Pet Pantry process, accept/log/put away donations

Green Team

Caring for the landscaping that surrounds the shelter, which includes planting, trimming, and watering the plants and pulling weeds. Also removing yard waste and trash on our grounds for the safety and well-being of our animals.

Office Administration Volunteer

Office Administration volunteers help staff with a variety of tasks, including organizing the volunteer office, creating informational materials for potential adopters, scanning documents, entering data, and other tasks as necessary.

Event & Outreach Attendant

Help the DRHS raise awareness and offer services while helping adoptable animals find forever homes. Volunteers pick up/drop off booth items and adoptable animals, tend to adoptable animals during the event, and promote services of the DRHS. The DRHS attends various community events such as PETCO, PetSmart, and Wags at the Flags.

Humane Education Assistant

Volunteers assist our Outreach Coordinator during Kids & Critters Summer Camps and other children's off-site presentations or activities, providing the community with animal safety and care. Check in with the Community Outreach Coordinator regarding camp dates and times.

Special Events

Help the Dubuque Regional Humane Society put on the 'Strut Your Mutt' and 'Tails at Twilight' annual fundraisers.

Foster Volunteer

Some animals need more one on one care for your foster animal's individual needs until healthy enough for adoption. Reasons animals may require foster homes include: orphaned kittens and puppies, nursing mothers, animals recovering from surgery, and those needing specialized care due to emotional or physical struggles. The shelter provides food, cages, litter boxes, beds, bowls, treats, toys, blankets, and medications.

Qualifications:

- Must complete foster application and be approved by our Foster Coordinator
- Must allow a home visit by the foster coordinator
- Compassion and dedication to the care of vulnerable animals

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.

Trained Handlers most important job is to provide adoptable animals individualized attention in visitation rooms, outside in the play yard, or while on a walk. Additional bathing/grooming, Morning Walk Crew, and photography trainings are available.

Duties:

- Socialize and exercise adoptable animals
- Maintain sanitary kennel, building, and outdoor environment by cleaning up after animals
- Professional approach to interacting with guests and handling animals
- Greet, acknowledge, escort guests in front lobby and throughout shelter
- Promote and reward good behavior and use consistent handling techniques
- Model ideal conduct and handling techniques for, assisting Shelter Crew volunteers for their first 6 hours to adhere to policies and procedures
- Positively represent the society's mission, beliefs, and philosophies

Bathing & Grooming

A clean dog is happier, healthier, and more appealing to potential adopters. Specifically trained volunteers can brush/trim animals' fur, trim nails, and bathe the dog in our large animal tub.

Photography

Volunteers have the opportunity to capture the personalities of our animals through images during socialization.

Handbook Acknowledgment/ Receipt

The Volunteer Handbook describes important information about the DRHS, and I understand that I should contact the Outreach Coordinator regarding any questions not answered in the handbook. 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 employment with the DRHS. I understand all policies and practices may be changed at any time by the DRHS. All changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

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)