



## **Jefferson County SPCA Volunteer Manual**

(adults over 18)



## Welcome!

Volunteers are essential to our mission, and we thank you for choosing us. We simply can't do it without the generous and faithful support of people like you. This manual should answer most common questions, but of course if you have any others please reach out! On behalf of everyone at Jefferson County SPCA, two-legged and four, we welcome you.

### Contact Information:

Jefferson County SPCA  
25025 Water Street  
315-782-3260, Option 3.

SPCA Petco Location  
21851 Towne Center Drive  
315-782-3260, Option 2.

Heather Spezzano, Director – [director.jcspca@yahoo.com](mailto:director.jcspca@yahoo.com)

Katelynn Drohan, Manager – [jcspca@gmail.com](mailto:jcspca@gmail.com)

### **Our Mission:**

The SPCA is a non-profit organization dedicated to finding permanent and loving homes for homeless pets, providing them with a healthy environment and promoting the humane treatment of animals and responsible pet ownership through education and community awareness.

### **About JCSPCA:**

We are a non-profit, non-funded, no kill shelter. This means we are running strictly on donations from the public! Without the generosity of the community, we wouldn't exist. The SPCA of Jefferson County is not affiliated with ASPCA, and receives no funding from their organization. We have two spay/neuter programs to try to cut back on the overpopulation problem in Jefferson County. TNR (trap, neuter, release) is where the public traps stray/feral cats and brings them in to be fixed and the releases them back where they are used to being. SNYP (spay neuter your pets) is our other program. This is an income-based program for the public to bring their cats in to be fixed at a reduced rate. We take in more than just cats and dogs! We've had our fair share of rodents, lizards, turtles, birds, and more!

### **Hours of Operation:**

Volunteers are welcome to come help clean 2 hours prior to opening.

#### **Main Shelter:**

Mon 12PM-5PM

Tues 12PM-5PM

Wed 12PM-7PM

Thurs 12PM-6PM

Fri 12PM-6PM

Sat 12PM-5PM

Sun 12PM-5PM

#### **Petco Shelter:**

Mon 11AM-6:30PM

Tues 11AM-6:30PM

Wed 11AM-6:30PM

Thurs 11AM-6:30PM

Fri 11AM-6:30PM

Sat 11AM-6:30PM

Sun 11AM-6:30PM

## What do we expect from you?

First and foremost, we expect you to have an overwhelming amount of love and appreciation for our animals. These animals didn't choose to be here and can get very stressed or scared, together we need to make them feel as loved and comfortable as possible. Volunteers are our backbone. Without you, we wouldn't be able to do as much as we do! We have a wide variety of tasks we have volunteers help us with. It may seem like a lot, but don't worry, we will guide and train you thoroughly.

### The following are SOME tasks we ask of you: ALWAYS ASK STAFF BEFORE DOING ANYTHING!

-Cleaning - Cleaning consists of keeping the cat/dog wing presentable, mopping the floors, dishes, laundry, etc.

-Walks - Many of our dogs are housebroken or are in the process of becoming housebroken. Dog walkers ensure these animals get outside, so they don't have an accident inside. Dogs **must** stay on the property while be walked.

-Socialization - A lot of our cats unfortunately have to spend most of their day in a cage. Take them out into the playroom and spend time with them! This helps us learn more about them, and gets them used to being around people of all ages.

-Potty Patrol - Our goal is to get our pets adopted and into their forever home, and a clean cage greatly increases their adoptability. As a volunteer, you should also want to see our animals go to their forever home, so by helping us clean up after any accidents, you are helping them go home!

-Doggie Playtime - The dogs have a private dog park to run and stretch their legs, but they need to have a monitor to prevent any playtime mishaps or escapes. This also helps them socialize with people! Volunteers are welcome to play fetch and exercise the dogs in this area. **Never pair pets- only staff can do this.**

-Training/Enrichment - The shelter environment can be very stressful on the dogs and cats, and their stress levels directly coincide with their health. To keep our animals physically and mentally sound, it's important for us to provide them with plenty of mental stimulation. Volunteers can work with our dogs, teaching them basic manners, filling kongs to freeze, etc. Or you can help the cats by making scratching posts, playing with a string toy, giving treats, etc.

## **What to Wear?**

Sometimes claws get tangled in the clothes and occasionally make a hole or two in the volunteers clothing. Our advice is to wear clothes that you feel comfortable in, that you can easily wash every time, and clothes that are durable. Make sure you wear clothes you won't regret if they got ruined by the little paws and claws in the shelter.

Volunteers do need to follow a dress code to make sure we have an appropriate appearance to the public!

Volunteer smocks and lanyards are provided to help the public know you are there to volunteer. You must wear pants of some type... slacks, scrub pants, or jeans as long as there are no rips. T-shirts are allowed, as long as there are no obscene things on them. Shoes must be closed toed, and ones you don't mind getting dirty. Absolutely no shorts, skirts, dresses, sandals, tank tops, or loose jewelry permitted.

## **Failure to Follow Policies**

We have to keep the environment as friendly and professional as possible. If an issue arises, please speak with staff asap. If you fail to follow any procedures or a directive from staff that is in line with the policies of the SPCA, we will verbally clarify the issue with you and in some cases, you may be asked to discontinue volunteering.

## How to Treat Shelter Animals:

Always keep in mind the animals in a shelter are scared, confused, and don't know where they are. ALL animals in our care must be treated with nothing but love and respect.

**Below are a few key things to remember when handling our animals.**

- Do not forcefully grab or scuff an animal, they could take this as a sign of aggression from you.
- Do not scream or yell at any animals.
- Do not grab an animal by the collar, or yank on their leash.
- Do not throw toys or objects in the animal's direction.
- Pay attention to the animal's body language, this will tell you how they feel about their environment.

### **DOGGIE LANGUAGE**

starring Boogie the Boston Terrier



### **CAT LANGUAGE**



## Cat Wing Procedures

When volunteering in the cat wing we have specific standards we set to make sure the cats are as comfortable as possible, and that the area is appealing to potential adopters.

Below pictures show the proper way to set up a cat cage. The important factors are: litter pan in opposite corner as food/water, hideaway or bed is needed in every cage depending on space, each cat needs 1-2 toys or a scratching post.



When helping staff during morning cleaning each cage should get brand new food/water, each litter box should be scooped, and each blanket should be shook out or replaced if needed. If there is anything stuck to the walls of the cage, it needs to be scrubbed out.

Throughout the day, sweep and mop the cat wing to help it stay clean!

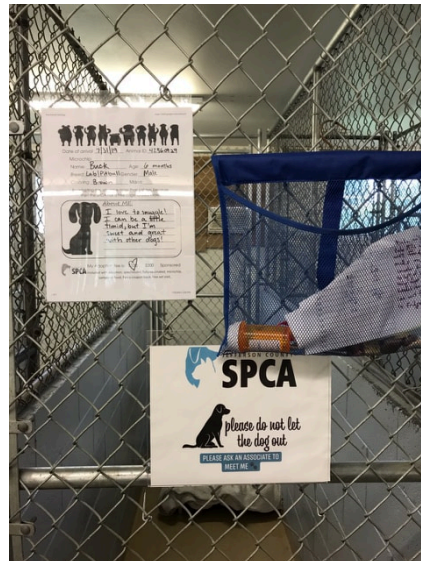
During the day, cages should be checked periodically to ensure no one has made a mess. Remember, a clean appearance will help their chance at going home!



## Dog Wing Procedures

Although there are less animals in the dog wing, it can still be a lot of work. When working with the dogs, keep in mind they have a hard time being in there and really just want some socialization. We often get dogs in that don't do well with other dogs, so for them to see and hear others it can be very stressful. **ALWAYS** use caution when volunteering in the dog wing. If you are uncomfortable doing a task, let staff know!

Below is how a dog kennel should be set up. Important factors to keep in mind: each dog must have a kuranda bed, every dog needs to have water all day, they are fed twice a day (opening and closing) please do not refeed unless asked to, every dog should have a toy and blanket unless they destroy them which will be noted on their kennel. The front of the kennel should display their filled out info cards, and a net with treats, leashes, and any medication for the dog.



Morning cleaning for the dogs will be primarily done by shelter staff, during that time you're welcome to help by taking the dogs in the dog park while their kennel is being cleaned! When out with them in the morning try to make a note to check their stool to see if anything is abnormal.

Please also help us keep the dog park clean by taking the time to pick up the yard!



### **Release and Waiver of Liability**

This Release and Waiver of Liability was executed on \_\_\_\_\_ (DATE),  
by \_\_\_\_\_ (the "Volunteer") in favor of Jefferson County SPCA.

The Volunteer or the parent/guardian of the participant hereby freely, voluntarily, and without duress executes the Release under the following terms:

**RELEASE AND WAIVER.** Volunteer or the parent/guardian does hereby release and forever discharge and hold harmless JCSPCA from any and all liability, claims, and demands of whatever kind or nature either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with JCSPCA. Volunteer understands that this Release discharges JCSPCA from any liability or claim that the volunteer may have against JCSPCA with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's activities with JCSPCA, whether caused by negligence of JCSPCA, or otherwise. Volunteer also understands that JCSPCA does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury or illness.

**MEDICAL TREATMENT.** Volunteer or the parent/guardian of the participant does hereby release and forever discharge JCSPCA from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with JCSPCA.

**ASSUMPTION OF THE RISK.** The Volunteer or the parent/guardian of the participant understands that volunteering at JCSPCA may be hazardous. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases Jefferson County SPCA from all liability for injury, illness, death, or property damage resulting from the Activities on or offsite JCSPCA property.

I ACKNOWLEDGE THAT I HAVE READ AND FULLY UNDERSTAND THE TERMS AND CONDITIONS OF THE FORGOING VOLUNTEER AGREEMENT AND VOLUNTEER RELEASE AND WAIVER OF LIABILITY AND THAT I WILL COMPLY WITH THE SAME. I ACKNOWLEDGE THAT I HAVE RECEIVED A JEFFERSON COUNTY SPCA VOLUNTEER MANUAL AND I AGREE TO FOLLOW THE POLICIES, PROCEDURES, AND CODE OF CONDUCT OUTLINED WITHIN. I UNDERSTAND THAT BY NOT FOLLOWING THE POLICIES, PROCEDURES, AND CODE OF CONDUCT, I MAY BE SUBJECT TO IMMEDIATE TERMINATION.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer Printed Name \_\_\_\_\_ Phone # \_\_\_\_\_

Parent/ Guardian Signature (For Volunteers under 18) \_\_\_\_\_

Street Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Email \_\_\_\_\_

**ATTENTION: THIS PAGE NEEDS TO BE COMPLETED AND RETURNED BEFORE VOLUNTEERING  
AT JEFFERSON COUNTY SPCA!**

## **Volunteer Code of Ethics**

As a volunteer with the Jefferson County SPCA, I agree to:

- Never strike an animal, or handle an animal in such a way that would be constructed as rough or abusive.
- I will always exercise compassion and care with the animals.
- I will respect others, even if I do not agree with them.
- I will display curtesy, sensitivity, consideration for people and the animals.
- I will keep safety and the forefront of all activities.
- I will respect and only use equipment as it should be.
- I will report all injuries immediately to a staff member.
- I will carry out all assignments and follow shelter rules while doing so.
- I will seek assistance when help is needed.
- I will communicate any concerns or problems with shelter staff as soon as they come up.
- I will only represent myself as a volunteer, not staff.
- I will not take or receive any animal attended for surrender to the shelter.
- I will work together with staff to meet the JCSPCA goals.
- I will honor my commitment of time to the shelter and provide adequate notice if unable to meet a scheduled commitment.
- I value my role in the growth of the shelter.
- I will strive to promote a positive environment.
- I will respect and support shelter staff and the animals.

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Signature of Volunteer or Guardian

Date