



Jefferson County Volunteer Manual
(minors under 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

Katelynn Drohan, Manager – 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 over the age of 15 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. We offer a number of interesting, educational and fun opportunities for youth volunteers to interact and learn from the animals.

The following are SOME of the ways you can help:

ALWAYS ASK STAFF BEFORE DOING ANYTHING!

- Teen Club - Youth aged 15-17 are welcome to be a part of the teen club! In this program you are required to volunteer successfully, and with no issues, with an adult 10 separate times before being able to volunteer without supervision. Please keep record of the dates/times you volunteered and tasks completed while in the "training" phase. A manager and parent must sign the "Independent Teen Club" release form after the training stage is complete before you are allowed to volunteer alone.
- Wags N Whiskers – Youth are invited to read to our cats and office dogs. Reading to the animals brings them comfort, helps reduce stress, and helps the animals become more socialized.
- Animal Enrichment - Work hand in hand with our Enrichment Manager by making new toys for the cats, or filling the Kong's full of wet food for the dogs!
- Cleaning - Cleaning will be different for each age group. Always ask a staff member before attempting to do any cleaning. Cleaning could involve sweeping, mopping, washing dishes, helping organize storage, or simply picking up the cat play room.
- Socialization - This is one of the most important tasks, all we ask is you spend a little time with the animals to get them used to people and help them relax in the shelter.
- Dog Play Time – No one under the age of 10 is permitted to be with the dogs even with an adult, unless told otherwise by staff. Older youth are welcome to bring dogs out to the dog park to help exercise them and help socialize them. **ALWAYS** ask permission before taking any dog out and before putting them back. If you are in the Teen Club Program, you **must** still have staff with you when taking dogs out.

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

ALL tasks are to only be completed if you are in the Teen Club Program.

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!

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.

Signature of Volunteer or Guardian

Date