

P.E.I. Humane Society Volunteer Manual

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Box 20022
(309 Sherwood Road)
Charlottetown PE
C1A 9E3

Phone: (902) 892-1190/1191
Fax: (902) 892-3617
Email: info@peihumansociety.com
Web: www.peihumanesociety.com

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Why Does the P.E.I. Humane Society Need Volunteers?

Our organization could not exist without volunteers. Volunteers are an important part of our team. They are essential in providing the best possible care for our shelter animals. Volunteers who work directly with the animals can increase an animal's chances of adoption by providing additional human contact, thus making them more sociable and content. Volunteers also help us inform people of the aims and objectives of the Society and promote responsible pet ownership.

The future of the P.E.I. Humane Society lies largely with its volunteers. We are all working for the animals.

Volunteer Benefits

As an active volunteer at the P.E.I. Humane Society, you will receive the following benefits:

- On-the-Job Training
- Invitation to an annual recognition event
- A volunteer tag
- Letter of reference, upon request, for volunteers who have 5 months or more of continuous service with good attendance
- The opportunity to learn and to assume a challenging responsibility
- Personal fulfillment from serving in a meaningful and valuable way
- Support of staff and fellow volunteers
- Professional development

History of the P.E.I. Humane Society

In the 1940's, by an act of legislation, the Province of P.E.I. created and incorporated the Prince Edward Island Society for the Prevention of Cruelty to Animals. During the next three decades the P.E.I. S.P.C.A. received little support from the provincial government. As a result, it was ineffective in achieving its aims and objectives and inactive for many years.

The P.E.I. S.P.C.A. Act was repealed and the P.E.I. Humane Society was incorporated in 1974 under Part II of the Companies Act. At that time, the Society's mandate was primarily the welfare of companion animals and the establishment of a shelter to provide care for animals in distress, abandoned or no longer wanted by their owners.

The objectives of the P.E.I. Humane Society were, and still are:

- To provide effective means for the prevention of cruelty to animals within the province;
- To administrate the P.E.I. Dog Act;
- To provide education relating to the humane treatment of all animals; and
- To promote, organize, conduct and manage the P.E.I. Humane Society

The P.E.I. Humane Society opened its first shelter in 1974, in Ten Mile House, near Mount Stewart. The shelter then moved to Winsloe. These shelters depended heavily on volunteers for day-to-day operations, animal rescues and investigations. In 1977, the shelter moved to Hazelbrook. At this time, an experienced shelter manager, animal control staff and cleaners were hired. The P.E.I. Humane Society operated from Hazelbrook for almost 16 years. In 1993, a new shelter was built on the Sherwood Road in Charlottetown. The new shelter was made possible through a generous bequest of a P.E.I. Humane Society supporter.

The P.E.I. Humane Society provided care and shelter to over 2100 animals in 2005. Animals arrive at the shelter in one of three ways: surrendered by owners no longer able to keep them; brought in by good Samaritans who have found them; or rescued or impounded by our Animal Protection Officers. In 2005, 784 animals were adopted into new homes or re-claimed by their owners. Unfortunately, not all animals are suitable for our adoption program. The Society looks at a number of factors when assessing an animal: behaviour, temperament, age, health, availability (if stray time is expired), space in the shelter, the number of animals already in the adoption program, and the adoption possibilities of the animal.

Over the years, demands for P.E.I. Humane Society programs and services have increased. For many years the Society operated on revenues from provincial and municipal contracts, shelter receipts and small fund raising events. However, it has

been increasingly difficult to maintain services and programs and impossible to expand into much needed areas these income sources.

We are already challenged with the need to step up our current programs and services and add new and innovative ones, especially in public and humane education, public awareness of animal welfare issues, and in fund raising activities.

Proud Member of the Canadian Federation of Humane Societies (CFHS)

The P.E.I. Humane Society is a proud member of the Canadian Federation of Humane Societies. The CFHS is celebrating its 50th anniversary in 2007 as a national voice on animal welfare issues. The CFHS represents more than 40 member societies across the country and speaks collectively for more than 200,000 individuals. CFHS is committed to ending animal suffering by working with the public, government, industry, the scientific community, educators and the media towards this end.

The P.E.I. Humane Society, through its membership in CFHS, is affiliated with the World Society for Protection of Animals (WSPA). WSPA represents more than 360 organizations in over 60 countries. One of its prime objectives is to promote effective means of conserving and protecting animals in any part of the world.

P.E.I. Humane Society

Mailing Address:

Box 20022
Charlottetown, P.E.I.
C1A 9E3

Location:

309 Sherwood Road

Phone:

(902) 892-1190/91

Fax:

(902) 892-3617

E-Mail

volunteers@peihumanesociety.com

World Wide Web

www.peihumanesociety.com

Public Hours of Operation

Monday & Thursday – 12 noon- 6pm
Tuesday, Wednesday, Friday, Saturday - 10:00 am to 4:30 pm
Sunday – Closed

Volunteers are needed every day of the week!

Programs And Services

Adoption Program

The P.E.I. Humane Society offers healthy animals for adoption to caring, loving and lasting homes. All cats, dogs, rabbits and ferrets are sterilized before adoption. People wishing to adopt an animal from the Society must complete an adoption application that is reviewed and approved by staff. Adoption of a P.E.I. Humane Society animal is a privilege, and we reserve the right to refuse an application if we think it is in the best interest of the animal.

The P.E.I. Humane Society adopted or returned home 784 happy pets in 2005.

Lost and Found Service

The P.E.I. Humane Society's Lost & Found Service helps to re-unite owners and their pets. It is difficult to identify pets that are not wearing an ID tag or do not have a microchip.

Proper identification of pets is an important part of responsible pet guardianship. Animals that aren't identified are one reason why our animal shelter is overflowing with lost animals whose owners have never been found.

24-Hour Emergency Service for Animals in Distress

Our on-call Animal Protection Officer responds as quickly as possible to rescue injured animals. Depending on the nature of the injury or illness, animals are taken to the P.E.I. Humane Society Shelter or the Atlantic Veterinary College.

Investigations and Complaints

The Companion Animal Protection Act gives our Society authority to investigate instances of suspected animal abuse. We investigate complaints concerning cruelty, abuse, neglect and abandonment.

From the P.E.I. Companion Animal Protection Act::

"For the purposes of this Act, a companion animal is in distress if it

- 1) is need of food, water, care or treatment; or
- 2) is sick, in pain or suffering or has been injured; or
- 3) is abused or subjected to cruelty or neglect."

In 2006, the P.E.I. Humane Society investigated 300 humane complaints, concerning animal abuse, neglect, cruelty or abandonment.

We know that when animals are abused, other members of the family, especially children, are often at risk. That is why the P.E.I. Humane Society staff watches for signs and reports suspected child abuse while investigating allegations of cruelty to animals. We believe that cruelty can be prevented before it is too late.

Animal Control

Animal control legislation and by-laws protect people and communities, as well as animals.

Animal control legislation and by-laws are commonsense approaches to encourage responsible pet guardianship.

Pets that are healthy, identified, spayed/neutered, properly trained, socialized and kept under control are seldom the cause of conflict.

Some pet owners are unaware or neglectful of their responsibilities to their pets. They may also allow their pets to annoy neighbours or harass wildlife or livestock. This can result in dog bites, threats to people or animals, damage or contamination of property, pet overpopulation, or abuse or neglect of other animals. The solution involves effective legislation and education that encourage responsible pet guardianship.

The P.E.I. Humane Society enforces animal control by-laws in several Island municipalities, including Charlottetown, Stratford and Cornwall. The P.E.I. Dog Act is a provincial legislation that applies to dog owners who live in unincorporated, rural communities of P.E.I. The P.E.I. Humane Society also enforces the P.E.I. Dog Act.

Development Program and Special Events

The P.E.I. Humane Society's Development Office is responsible for developing and implementing dynamic and diverse fund raising activities that increase revenues for, and enhance public awareness of, the programs and services that the Society provides in the community. Volunteers play an important role in these activities by helping the Development Coordinator organize and manage events. Some activities require dozens of volunteers, while others require just a few. There is always room for dedicated, hardworking volunteers.

Humane Education Programs and Public Awareness

The P.E.I. Humane Society tries to meet all requests from the community for displays, presentations and educational materials about animal welfare, pet care and responsible pet guardianship. This can sometimes be challenging since we don't have a fully funded humane education department and staff person. However, these requests present excellent opportunities to raise awareness about the work of the

Society and to teach people about responsible pet ownership. Trained volunteers have an important role to play in staffing these activities.

Board of Directors

Members of the P.E.I. Humane Society Board of Directors are all volunteers. Board members are elected from the Society's membership for a three-year term of office. There are twelve board positions

The board consists of four Officers - President, Vice President, Secretary, Treasurer - and up to eight Directors.

Board of Directors June 2007

President - Dr. Norma Guy DVM

Vice President - Glenda Clements-Smith

Secretary - Roger Younker

Treasurer - Ross White, CA

Directors - John Furlong, Patricia LeGrow, Harry MacLellan, Anna Sawicki

Staff

Executive Director - Heather Irving

Shelter Veterinarian - Dr. Els Cawthorn DVM

Development Coordinator - Kelly Mullaly

Receptionist - Lesa Donnelly

Animal Protection Officers - Bob Nahrgang, Don Gosse

Shelter Attendants - Tammy Bevan, Allana Monkley, Chadwick Dunsford,

Jennifer Champion

Volunteer Opportunities at the P.E.I. Humane Society

Working with the Animals

- Animal Care: Feeding, cleaning and caring for shelter animals, providing for their comfort and well being.
- Grooming: Helping the shelter animals feel healthy and cared for by petting and grooming.
- Dog Walking: Physically demanding, but the dogs benefit tremendously from the exercise and human companionship.
- Socializing: Working with puppies, kittens or assigned dogs and cats to make them more sociable.
- Foster Parent: Fosters newborn litters of puppies and kittens or special needs animals, in their own home for an agreed upon period of time.

Working for the Animals

- Administrative Support: Filing, bookkeeping, data entry and more in a busy office environment with people and animals.
- Adoption Reception Assistant: Screening potential adopters, answering questions from the public with patience and compassion for animals and people.
- Adoption Follow-up: Calling people who have adopted shelter animals to ask if they have any problems or questions concerning their pets, and to verify if their pet has been spayed/neutered.
- Shelter Hosts: Assisting people when they enter the shelter to find animals and to answer their questions with patience and compassion.
- Humane Education: Talking to schools and other groups about animal welfare issues.
- Special Events: Working with the special events committee at fund raising and public relations events.
- Public Display Volunteer: Assisting staff in fund raising and promotional events with display board and information.
- Major Special Events: Working with the Director of Development to organize major special events.
- Coin Banks: Distributing, collecting and depositing coin from the coin banks that are located in businesses, stores and other locations.
- Special Projects: Working with staff on various special projects as they arise
- Technical, Professional, Skilled Trades: e.g. Photographers, house painters, gardeners/landscapers, electricians, plumbers and other special talents.

Volunteer Policies and Procedures

Getting Involved

Becoming a volunteer at the P.E.I. Humane Society is easy.

- If you would like to get involved with the P.E.I. Humane Society, the first thing you do is to call the shelter to declare your intentions.
- We will send you an application form to fill out.
- Next, you are invited in for an interview to make sure you are suitable for the organization and the job, and to make certain you are aware of the requirements.
- Now comes the training – usually on the job training conducted by staff.
- Finally, you are ready to work on your own. At intervals along the way, you will undergo evaluations, and will be asked to give us feedback on the program.
- You become one of the key people that both the staff and animals depend on.
- The P.E.I. Humane Society is grateful to its volunteers. It is our hope that you have a positive, fulfilling volunteer experience.

Your First Day as a Shelter Volunteer

- On your first day, you will be introduced to the people you will be working with. As well, we will show you where all the tools of your job are located and how to use them.
- You will be given a volunteer tag and shown where to sign in and out. This tag should be worn so the staff will recognize you and so that you have clearance to enter restricted areas of the shelter.
- Part of your job, as a volunteer is to make sure you understand the instructions. It may take a couple of visits to feel comfortable. Give yourself time and ask questions.

Smoking

The P.E.I. Humane Society is a smoke-free environment. Smoking is not permitted anywhere in the building. Volunteers are expected to observe the provincial smoking regulations in any building where they are representing the Society.

Staff Lunchroom

Coffee is available to volunteers at no charge. The facilities in the lunchroom are also available. Please clean up after using these facilities.

Record Keeping Forms

- know who you are and where you're working
- know the time you put into volunteering
- know how you're doing
- gather statistics

Volunteers working in the shelter are asked to sign in when they arrive and sign out when they leave. Those working outside the shelter are asked to keep track of their volunteer hours.

Each volunteer will have a file to which only the volunteer manager and the individual volunteer will have access.

Termination Procedures

If at any time, a volunteer violates the policies of the P.E.I. Humane Society, or is deemed unfit for volunteering for any reason, the P.E.I. Humane Society reserves the right to terminate his/her association with our organization.

Every effort will be made to:

- provide clear warning and notice to volunteers
- conduct an investigation or determination before terminating a volunteer
- apply the termination rule fairly and equally
- find alternatives to termination wherever possible.

Resignation

We strongly encourage volunteers to complete the term of their commitment. However, circumstances may not make this possible. Please notify the Executive Director as soon as possible if you are unable to fulfill your term.

Appropriate Dress

The Society is a professional organization dealing with the public on a day-to-day basis. We rely on public donations and goodwill for our continued existence and operation. Volunteers should dress appropriately for the work they do. Volunteers working with the animals can wear sneakers, jeans, tee-shirts, and should always come dressed for the season and the weather.

What If You Can't Make It?

There are many people and animals depending on you. If you are unable to fulfill your assignment, please notify us as soon as possible.

Performance Review Evaluation

Volunteers receive a performance evaluation at regular intervals. The evaluation allows staff to gather feedback on programs, and can be used to give job skills recommendations for a volunteer.

Evaluations benefit both the volunteer and the organization. It is a chance to make suggestions and to be acknowledged for your efforts.

Communications With the Media

All media inquires shall be referred to the Executive Director or the President. Volunteers shall not make statements to the media.

Communications With Members of the Public

As a volunteer for the P.E.I. Humane Society, you are acting as a representative and ambassador for the P.E.I. Humane Society. On occasion you may be asked questions regarding the Society's policies, philosophies or services that you do not feel comfortable or qualified to answer. In these cases, please refer the inquiry to the appropriate staff person.

P.E.I. Humane Society Workplace Harassment Policy

The P.E.I. Humane Society's Workplace Harassment Policy is posted in the staff room and available for all staff and volunteers to see. Copies are available on request. Any questions or concerns regarding workplace harassment should immediately be directed to the Executive Director, or in her absence, the Shelter Manager/Veterinarian.

Volunteer Code of Ethics

Much is expected of a P.E.I. Humane Society volunteer.

Please review the following statements and, if in agreement, please sign this Code of Ethics to solidify your commitment to the services of the P.E.I. Humane Society.

As a volunteer of the P.E.I. Humane Society, I will:

- **Not use my service as a volunteer for my own personal advantage or for the advantage of my family, friends or associates.**
- **Keep confidential information confidential.**
- **Handle all animals in a humane manner.**

Signature

Date

Name (Please Print)

Volunteer Release Form

I understand and agree that as a P.E.I. Humane Society volunteer, I assume all risks of loss or injury, including death to myself or damage to my property while on the property of the P.E.I. Humane Society, and elsewhere, while participating in the volunteer program.

I understand and agree that all services performed by me will be performed on a strictly voluntary basis, and that I will receive no remuneration, pay or compensation of any kind. I understand and agree that I will not be an employee of the Society nor receive any benefits normally available to employees of the Society. I understand and agree that the Society shall incur no liability of any nature as result of my volunteering for the Society.

I understand that in handling animals and performing other volunteer tasks there is a risk of injury, including physical harm or death, and that all services performed by me will be done at my own risk. I understand the P.E.I. Humane Society strongly recommends that I keep current my tetanus immunization. I further understand that the P.E.I. Humane Society recommends that any dogs and cats that I live with should be immunized by my veterinarian, if not already done so.

Therefore, on behalf of my myself, my heirs and personal representatives, I hereby release, discharge and indemnify and hold harmless the P.E.I. Humane Society and its assigns, successors, agents, staff, officers, board of directors, employees, contractors and representatives from any and all claims, causes of action or demands of any nature of cause whatsoever, including costs and legal fees arising out of, or relating to, my volunteering with the P.E.I. Humane Society, including, but not limited to, animal bites, accidents, or injuries.

Signature

Date

Name (please print)

Emergency Contact Information

Date; _____

For emergency use only

Check: ? Staff

? Volunteer

Please Print Clearly

Last Name: _____ First Name: _____

Initial: __

Birth date: _____

Date Month Year

Province of PEI Health Care Number _____

(Orange card – please include 8 digit number and expiry date

Allergies/Medical Conditions: _____

Family Physician: _____ Phone Number: _____

Emergency Contacts:

Name: _____ Number: _____

Name: _____ Number: _____

Name: _____ Number: _____

Notes/Comments: