

Volunteer Handbook



Ark-Valley Humane Society

701 Gregg Drive

Buena Vista, CO 81211

719.395.2737

www.ark-valley.org

Dear New Volunteer,

Congratulations and welcome to Ark-Valley Humane Society! We are pleased and grateful that you want to give your time and talents to our organization!

The task of helping animals is not always an easy one, but it is a most rewarding experience. We are so glad you chose AVHS to volunteer your skills, compassion and time.

We hope your time here gives you a better understanding of animal sheltering and care along with an increased awareness regarding animal welfare. We rely on volunteers in so many ways and hope you feel valued and appreciated while here. Your skills, uniqueness, and commitment can and will make a difference for all of our animals here at Ark-Valley Humane Society!

On behalf of all the staff, we look forward to working with you.

Thank you, and welcome!

Sincerely,

Heather Mills, Volunteer & Foster Coordinator
719.395.2737
hmills@ark-valley.org



Our Mission, Vision and Key Values

At Ark-Valley Humane Society:

Our mission is to advocate for the welfare of all animals through compassion and care.

Our vision statements are to enhance the lives of all companion animals through humane education and partnerships, to create a safer and happier world for all companion animals and to enhance the human-animal bond through education and responsible pet ownership.

Our key values are Compassion: for those we serve, animals and humans.

Leadership: inspiring hope and kindness through strength, education and example. Kindness: towards people and pets that find themselves in difficult situations and Transparency: in our relationships and partnerships with the work we do.

Who We Are- AVHS is a 501(c)(3) Non Profit which means it relies solely on grants and donations. Is AVHS a “no-kill” shelter? “No-kill” is typically defined as a shelter with at least a 90% save rate. The AVHS live-release rate is over 96%, certainly fitting the definition. However, Ark-Valley Humane Society does not refer to itself as a “no-kill” shelter because the term does little to help the public understand the decisions a shelter must make in caring for pets.

Some shelters that use the term “no-kill” admit only the healthiest of pets and do not face the challenge of treating and rehabilitating ill animals. A county shelter, on the other hand, must accept every pet that comes to its door, including pets who are severely ill or dangerously aggressive. At AVHS, we see animals ranging from healthy, to unhealthy, to behavior issues. We are committed, however, to providing the same standard of care for every single pet at our shelter. **We never put time limits on how long pets remain available for adoption and we never euthanize pets for space reasons.**

We believe the public is better served by looking at a shelter’s admission policy and overall treatment record, rather than relying on a vague term such as “no-kill.”

History

In the early 1990s Buena Vista, Colorado had only ‘The Shed,’ which was overseen by law enforcement. It consisted of unheated, short-stay kennels for stray dogs. Dogs sweltered in the heat of summer and water bowls froze in

winter. No services were available for cats. A group of concerned citizens decided it was time for a change. In 1991, founding members established Ark-Valley Humane Society (AVHS) as a nonprofit organization to humanely care for stray and unwanted pets in northern Chaffee County. By 1995, the AVHS shelter had opened its doors in Buena Vista. Soon, hundreds of dogs and cats each year were cared for by staff and volunteers until loving homes were found for them.

In the years that followed AVHS launched a Trap/Neuter/Return (TNR) program for feral cats, and began accepting unclaimed strays from Mountain Shadows Animal Hospital from the neighboring city of Salida.

Yet there were still needs unmet. The shelter was commonly turning away animals at its doors for lack of space. A temporary trailer was purchased in 2009 to provide much needed office space and additional kennels. In 2010, a capital campaign was launched to build a second facility in Poncha Springs to better serve the Salida area and the rest of southern Chaffee County. In 2011, the Sunshine Shelter was completed and opened its doors. AVHS's overall intake increased by 34% over the previous year. In doing so, AVHS was able to continue its promise to provide animal sheltering, while no longer having to turn away in-county animals for lack of space. Today, AVHS serves all of Chaffee County with stray intake, animal relinquishment, reclaim, and adoption services from our Buena Vista location and law-enforcement impounds at Sunshine Adoption Center in Poncha Springs. To combat pet overpopulation, AVHS provides humane education. Importantly, it spays or neuters all dogs and cats prior to adoption and provides community assistance programs to help with the cost of spaying and neutering at-risk animals.

Our policies are working to change the face of animal sheltering to be both more animal-friendly and people-friendly. An open-adoption policy puts trust in adopters and facilitates adoptions. This policy ensures that all homeless Chaffee County pets are accommodated by AVHS. With a 97% live release rate in 2016 and the fact that we've helped over 10,000 animals since our first year in 1991, we are so proud of the work thus far and know none of it would be possible without our volunteers!

Hours of Operation

Open Monday-Saturday: 12:00PM to 5:00PM

Board of Directors

Terri Buchanan, Chair
Allison Gergley, Vice Chair
Sarah McMahan, Treasurer
Judy Hamontre
Junia Fitzgerald
Tom Purvis
Terry West

Staff

Nikki Ritter	Executive Director	executivedirector@ark-valley.org
Krissy Zic	Operations Manager	kzic@ark-valley.org
Emy Nettleblad	Outreach Manager	enettleblad@ark-valley.org
Taylor Williams	Assistant Manager	twilliams@ark-valley.org
Abbie Fritz	Medical/Transfer Coordinator	afritz@ark-valley.org
Heather Mills	Volunteer/Foster Coordinator	hmills@ark-valley.org
Alecia Giordano	Animal Care Technician	agiordano@ark-valley.org
Kate Haviland	Animal Care Technician	khaviland@ark-valley.org

What we do here at Ark-Valley Humane Society...

Programs and Services

Adoption

At Ark-Valley Humane Society, we aim to make the adoption process fun and informative. Our organization embraces a “Welcome Adoptions” philosophy whereby adoption counselors, through conversation, help the public find a pet that is a good fit for their living situation and lifestyle. We welcome the public to visit the animals at the shelter and spend time getting to know them. We have a meet-and-greet yard for dogs and play room for cats that provide good spaces for one-on-one interactions. We encourage the public to bring their family members, and for dog adoptions, to bring any other dogs in the home, so they can find out if a new pet will be a good fit.

The person is then asked to fill out a short questionnaire that helps us to understand their expectations for a pet, their housing situation and their lifestyle. An adoption counselor will then either suggest animals at the shelter that may be a good fit, or will provide the person with information about a specific pet they’re interested in, including his or her housing, training, exercise, and social needs. All pets adopted from Ark-Valley will be spayed or neutered, micro-chipped, and up-to-date on vaccinations prior to going home with you. Adopted pets are offered 30 days of free pet health insurance. All animals are required to leave the shelter either in a carrier or by leash. Adoption fees help us to cover some of the expenses associated

with caring for each pet at the shelter. On average we spend \$500+ per animal from the day we receive an animal to the day of adoption. This includes staff care, veterinary care, vaccinations, blood work, dentals, FeLV/FIV tests, and spay/neuter.

Adoption Fees

- Cats 8 months to 7 years- \$50**
- Kittens under 8 months- \$100**
- Cats 8 years and older- Priceless**
- Puppies under 8 months- \$300**
- Dogs 8 months to 7 years-**
 - Small mixed breeds under 25lbs- \$200
 - Medium to Large mixed breeds- \$150
 - Purebred dogs with papers- \$300
- Dogs 8 years and older-**
 - Small mixed breeds under 25lbs- \$100
 - Medium to Large mixed breeds-\$75
 - Purebred dogs with papers- \$75

Included in all adoptions:

(Please note: vaccines are all given at age-appropriate times)

Dogs and Puppies	Cats and Kittens
Rabies vaccine, Distemper vaccine, Bordetella vaccine and Dewormer	Rabies vaccine, Distemper vaccine, Dewormer and FeLV + FIV Combo Test
Ears & nail check	Ears and nail check
Free veterinary exam	Free veterinary exam
Spay/neuter	Spay/neuter
Microchip	Microchip

Receiving Animals

Transfer in from other shelters

Ark-Valley Humane Society helps animals and other shelters by transporting animals to our facility for adoption. These animals come from shelters in states far away to shelters in neighboring counties. Our goal is to be an option for shelters who may find themselves overwhelmed with animals and needing assistance, just as we would hope another shelter would do for us if we found ourselves overwhelmed.

Owner Surrender

Ark-Valley Humane Society will accept animals from people in Chaffee County and beyond who can no longer provide care or no longer want their pets. These animals become the property of Ark-Valley Humane Society and are evaluated for adoption placement.

Strays

Ark-Valley Humane Society takes in stray dogs and cats brought to us either from law enforcement or the public. Per Colorado statutes, stray animals must be on a five-day stray hold when they first arrive and will typically be available for adoption after those five days are up. Strays can also be dropped off at our Salida Impound Facility by law enforcement ONLY and a staff member will come and pick the animal up within a few hours.

Public Services

Trap-Neuter-Return Program

This program is available to all feral cats in Chaffee County. Community cats are humanely trapped and spayed or neutered, then released back to their previous location or, if best for the cat and public involved, relocated to a caring barn home.

Behavior Intervention Training

This program is available to all residents of Chaffee County. Ark-Valley Humane Society now offers assistance for those who are experiencing behavior issues with their dog and need financial support to obtain dog training. We partner with positive reinforcement dog trainers to offer you 4 individual training lessons for your dog.

Pet Emergency Medical Fund

In partnership with Chaffee County Community Foundation, this fund was established and seeded by Ark-Valley Humane Society to provide funding for life-saving veterinary care to Chaffee County pets. This fund is used for dogs and cats that have a good prognosis, but have been suddenly affected by an accident or life threatening illness. By saving pets' lives, this fund

celebrates and strengthens the human-animal bond, because pets are family.

Pet Food and Supply Pantry

Ark-Valley Humane Society wants to help keep pets with their families, now more than ever. We know that anyone can fall on hard times. Through our Pet Food Pantry we provide cat and dog food and limited pet supplies to pet families in need.

Pet Emergency Boarding

Ark-Valley Humane Society partners with the Alliance Against Domestic Abuse and other human service organizations to offer free pet boarding for Chaffee County families in crisis. We recognize the importance of the human – animal bond and support keeping people and pets together whenever possible. If you or your family is facing a medical issue, domestic violence, housing insecurity or other crisis and you need temporary boarding for your pet please contact us to find out more about how we can help at 719-395-2737.

Microchipping and Pet ID Tags

Ark-Valley Humane Society wants to help keep pets with their families and offers microchipping and ID tags to help reunite strays with their owners.

Volunteer Program

Ark-Valley Humane Society strives to provide a volunteer experience that is rewarding for the volunteer, our organization and our community. Policies were established to ensure our care for homeless animals and the community is of the highest quality and to ensure efficient operations. These policies were written to guide the requirements, conduct and supervision needed to be part of the Volunteer Program at Ark-Valley Humane Society.

What do we ask from our volunteers?

1: **Commitment.** Please consider volunteering a **serious commitment.** We depend on you to keep the facility running smoothly. Your presence is needed!

- 2: **Time.** Please consider your time here a special and needed thing not only for the animals, but for the staff as well.
- 3: **Knowledge.** Learn while you're here! The more training you receive, the more your experience and skills will enable you to take part in activities. Challenge yourself!
- 4: **Support.** Support our staff and other volunteers, our philosophies, policies, mission and procedures inside and outside Ark-Valley Humane Society.
- 5: **Honesty.** Be honest and realistic with us and with yourself concerning your needs, goals, availability and capabilities.
- 6: **Fun.** Why would you be here if you didn't have a good time? If you are positive people we will feel your good energy and be positive too.

Sign In!

ALL volunteers are REQUIRED to log their hours. You can either clock in and out at the volunteer iPad or enter your hours on line. Signing in is very important to track your hours and all volunteer hours as these statistics are presented to our Board of Directors and used in applying for grants.

You must also wear a Volunteer T-shirt while volunteering. You are required to wear your volunteer shirt during your time volunteering, so staff and the public knows who you are.

Appearance & Dress

Volunteers must come dressed appropriately in the appropriate shirt if provided to them. Closed-toe shoes and long pants are recommended. This is for your protection from scratches, bites or chemicals.

Know the Staff

Try to take time to introduce yourself to the staff that is working when you're here. At times, Ark-Valley Humane Society is packed and high-paced, so the staff can always use a little assistance. Maybe you can help! What better way than to make a working relationship than to lend a helping hand!

Volunteer Training

All volunteers will receive training by a team leader or designated person. The area in which you will be trained will be decided by what you choose or where we have the most need for volunteers

Volunteer Positions:

Cat Cleaner:

As a scheduled position, you'll be asked to commit to cleaning the adoptable cat room once a week. This includes but is not limited to scooping litter, feeding and giving fresh water to each cat, make sure kennel or community room is tidy and clean and mop and sweep. If you would like to be a sub when other scheduled cat cleaners can't make it, let Heather know at hmills@ark-valley.org.

Dog Walker:

As a dog walker, you will need to complete dog proficiency. This position allows you time to spend walking the dogs, playing with the dogs or giving general enrichment through brushing, food puzzles, etc.

Animal Transport:

As an animal transport volunteer, you will be asked to assist in either transporting a pet to the vet, other animal shelters, or drive cats down to Petco in Colorado Springs.

Dog Play Group:

We can always use extra bodies when participating in dog play groups. Dog play groups are a time for us to have multiple dogs out in the yard and let them enjoy the company of other dogs. It's best to be prepared in case dogs don't get along. This is a great way for dogs to socialize, interact, and let loose!

TNR Volunteers:

We can always use extra hands in our Trap-Neuter-Return program. Setting traps, transporting cats to their spay/neuter appointments, and communicating with the public are all duties of a TNR Volunteer.

Fundraising and Special Events:

In this area we would need you to hang up flyers, set up or take down booths, assist with adopt-a-thons, provide snacks and much more.

Animal Training Classes

Dog Training:

This course is required for ANY handling of the dogs. During dog training, you will be paired with a staff member for one-on-one training on how to properly work with the dog residents of AVHS. This is a great time to ask any questions you may have. Dog Trainings can be scheduled with Heather by email, hmills@ark-valley.org.

Cat Training:

This training is required for ANY handling of the cats in the Adoptable Cat Room. Cat Training will show you everything you need to know when volunteering with the cats. From how to use 'the clip system' to where the brushes are, to how to get the cats out of their kennels. This will give you the confidence you need to handle the cats in the adoptable cat room. This is a great time to ask any questions you may have. Cat Trainings can be scheduled with Heather by email, hmills@ark-valley.org.

Things you need to know

Answering Questions for the Public

Many volunteers will work during Ark-Valley Humane Society's open hours or be in contact with the public via social media. You may come across situations where clients ask you questions about Ark-Valley Humane Society or adopting an animal. Many clients will see you working and assume you can answer all their questions. It is important that you let the client know you are a volunteer and there are certain questions only a staff member can answer. Following is a list of questions and answers that you may come across:

Can I adopt this pet?

It is important that the public is not given the impression that a volunteer can 'adopt' a pet to them. Try not to make comments like, "Sure! You can adopt that pet!" Please tell the public they must first fill out an adoption application after they have found a particular pet of interest and speak with an adoption counselor. You could help the client by getting them an adoption application, clipboard and pen and finding a staff member to assist them with the adoption.

What is the history of this pet?

You may help the public find more information about the pet by reading their kennel card. Much of the information we have about the animal should be written on the Feline Facts card for cats, staff will inform volunteers about dogs. If the public asks for more specific details that you do not know, **please don't guess!** Find a staff member to help get any additional information that may be in our computer system.

What is the adoption fee and what does it cover?

The adoption fee partially covers the care the animal was given during its stay at Ark- Valley Humane Society. The fee helps cover a health check by our vet that includes initial and age-appropriate vaccines, dewormer and any medical treatment if needed. The fee also helps cover the cost of food and shelter during the pet's stay. The pet is also microchipped and registered.

What is Euthanasia?

The term "euthanasia" is derived from the Greek words "eu" and "thanatos," which mean **good death**.

What are the reasons we euthanize?

We will resort to euthanasia only when an animal is beyond rehabilitation medically or behaviorally. We believe it's inhumane to try to save animals that are truly beyond medical help and it's irresponsible to permit the adoption of an animal that has severe behavioral problems that we cannot remedy. Experienced staff always carefully makes this decision. Volunteers are never a part of making euthanasia decisions and must only inquire about euthanasia to members of Management, who will be happy to answer your questions. In 2016, AVHS had a 97% live release rate.

Sanitation

Why we clean with RESCUE

We use RESCUE in our daily cleaning procedures. It is a powerful disinfectant that helps kill common bacteria and viruses, such as Parvovirus, Feline Leukemia virus, Feline AIDS virus, Upper Respiratory Infection virus, Bordatella, Ringworm and intestinal worms. RESCUE is diluted with water and is used to clean dog kennels, cat cages, floors and countertops and is used

as laundry detergent. You will find bottles throughout the facility. You must never use RESCUE directly on an animal or person.

Why we are so particular with cleaning methods

We must properly clean every cage, floor, surface and corner to ensure the safety and health of every Ark-Valley Humane Society animal. Shelters that are not properly cleaned can be a host to a variety of bacteria and viruses that can spread quickly throughout the building.

The most common virus that shelters see is **Upper Respiratory Infection (URI)**. URI is a viral infection that occurs in cats and can affect the nose, throat, trachea and eyes. It often presents itself as a cold but if untreated can become life-threatening if secondary bacterial infections occur. URI is an air-borne virus and can spread quickly in AVHS cat rooms. It is important to carefully clean every surface that a sick cat may have sneezed on so other cats in the shelter don't get infected. Ark-Valley Humane Society does vaccinate against the virus but some cats will still become infected. If a cat becomes infected with Upper Respiratory Infection, they are placed into our cat Isolation area and treated with antibiotics.

Bordatella (or Kennel Cough) is a common virus that can affect shelter dogs or dogs who are exposed to many other dogs. Kennel Cough can be transmitted from dog to dog by sneezing or coughing; or direct physical contact with cages, toys or food bowls. We vaccinate every dog available for adoption; however some dogs still are infected with the virus because of their age, physical condition or stress level. The best we can do to prevent transmission of Kennel Cough is properly cleaning toys, blankets, dishes and kennels with RESCUE.

Proper cleaning also ensures that intestinal parasites or worms are not spread from animal to animal. Worms can include roundworms, hookworms, whipworms, tapeworms, coccidiosis, giardia and toxoplasma. They are found in an animal's feces and can be spread from animal to animal if contact is made. A dog can easily be infected if he steps in feces from another dog who has worms. AVHS needs to be careful to pick up all feces.

AVHS sees a variety of viruses that can spread throughout the shelter and may present themselves in different ways. Staff and volunteers should be careful to wash hands or use hand sanitizer in between visits with different animals and before eating. For the protection of your own pets, we advise that you keep your own pets current on vaccinations. Staff and volunteers should also disinfect their clothing with Lysol or change clothes before interacting

with their pets at home. If you ever see an animal who is sick, please tell a staff member right away.

Rules and Regulations

Confidentiality & Impartiality

Confidentiality regarding personal information about clients and the outcome of individual animal situations must be maintained at all times. Volunteers will be exposed to information about members of the public who surrender and adopt pets from Ark-Valley Humane Society. All information should be considered confidential and is not to be repeated or shared. Additionally, volunteers may never discuss animals with the public that they are not 100% sure about the validity of that information. This includes animals held in isolation, on quarantine, on hold and animals held in adoption runs without cage cards. This information should NEVER be shared casually or informally. Necessary information should only be shared with Ark-Valley Humane Society staff; this may include information that is needed to ensure safety of clients/staff or animals. Additionally, if you have negative preconceived notions about certain types or breeds of animals, please make those known to the Volunteer Director. Please refrain from pushing your opinions and views onto members of the public, staff and other volunteers. We are here to help and educate and like the old saying goes, if you can't say something nice, don't say anything at all. Please do not confuse this with stating known facts about the animal, even if they may not be all positive. If you have any disagreements about any policies or decisions made by the organization, you MUST voice it to a manager. This gives us the opportunity to reevaluate the decision or explain why the decision has been made. You must refrain from using social media, other volunteers, or employees to discuss such complaints, as this will not solve the issue at hand and could reflect poorly on the organization.

Volunteers who break these rules will be subject to disciplinary action and possibly asked to resign from their volunteer duties.

Publicity Policy

No volunteer shall make statements to the media that may be seen as representative of the opinions and policies of Ark-Valley Humane Society. Please refer all media requests for statements or information to a manager.

Smoking Policy

In order to promote a safe and healthy environment for employees, volunteers, clients, visitors and resident animals, smoking is PROHIBITED inside the building at all times. Any volunteer under the age of 18 found smoking on the grounds of Ark-Valley Humane Society will be sent home and his/her parents will be notified.

Harassment & Discrimination

Ark-Valley Humane Society will not tolerate harassment or discrimination of any employee, client, visitor or volunteer. An individual who believes he/she has been subjected to harassment or discrimination should immediately report the incident to the manager on duty. The matter will be promptly investigated and appropriate action will be taken depending on the nature and severity of the incident.

Mishandling & Mistreatment of Animals

There will be no mishandling or mistreatment of animals. If a volunteer is found mishandling or mistreating an animal, the volunteer will be asked to resign from his or her volunteering duties. Improper handling of an animal includes allowing them to consistently slip out of your care and allowing them to harm themselves, a person or another animal through carelessness and lack of attention. Mistreating an animal includes but is not limited to, yelling at, hitting, or striking it.

Work Place Safety

Safety is important to all of us. Volunteers must report actual or potential safety problems to the most immediate staff member. Volunteers must conduct themselves in a way that promotes the safety of themselves, co-workers, clients and resident animals. Volunteers should never put themselves into a situation that makes them fearful or uncomfortable. If you feel uncomfortable with a cat or dog's behavior, please notify a staff member immediately.

Volunteer Injury

Any personal accidents or injuries that occur while volunteering for Ark-Valley Humane Society must immediately be reported to a staff member and/or manager. We do have insurance for our volunteers so it's important to alert Krissy as soon as the incident occurs.

Volunteer Feedback

We encourage volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community. We are

always looking for new ideas so if you have any ideas to share, please speak with the Volunteer Coordinator.

Animal Feedback

If you are working with an animal and you see positive or negative behaviors, please either fill out the animal's report card with the information or report it to a staff member.

Dismissal of Volunteers

A volunteer may be asked to resign from his or her volunteer duties at any time at the discretion of staff. Volunteers not following the rules and regulations as outlined in this manual will be subject to disciplinary action, suspension and ultimately dismissal of duties.

First offense: Verbal warning

Second offense: Written warning

Third offense: Suspension for one week from volunteer duties

Fourth offense: Suspension for one month from volunteer duties

Fifth offense: Dismissal of volunteer

Former Employee Volunteer Policy

Employees who were terminated from Ark-Valley Humane Society are not permitted to become volunteers at anytime following their termination. This includes fostering, transport, volunteering at the shelter, or any other form of volunteering. Management on a case-by-case basis will handle employees who resign from Ark-Valley Humane Society and are interested in volunteering following their resignation.

Social Media Policy

Ark-Valley Humane Society uses social media sites (such as Facebook, Instagram, etc.) to promote homeless animals, upcoming events, adoption specials and animal-related news to a large network of supporters. Social media helps Ark-Valley Humane Society to reach a large audience we wouldn't have a connection with otherwise.

Ark-Valley Humane Society encourages our volunteers, staff, board members and foster families to participate in social media outlets to highlight positive, animal-related information such as homeless animals

currently available for adoption, upcoming events and positive, animal-related information.

Please be mindful of the following Best Practices when posting on our social media outlets and your own personal social media outlets about our organization.

Best Practices

1. **Confidential Information:** Please refrain from disclosing any confidential or proprietary organization information and contact information for our staff members, volunteers, adopters or vet clients.
2. **Be Positive and Respectful:** Please keep posts positive and respectful to the audience and the integrity of the organization.
3. **Policies and Guidelines:** Our social media pages are positive, open forums that welcome positive and/or constructive comments relevant to the subject at hand. Posts to the contrary will be deleted and continual negative feedback will be banned.
4. **Copyright and Fair Use Laws:** Please respect the laws governing copyright and fair use copyright material owned by others.
5. **Ark-Valley Humane Society Brand:** Only those authorized by the organization may use brand marking or logos in communications.
6. **Correct and Factual Information:** If you are not sure about how to respond or make a specific comment about Ark-Valley Humane Society policies, guidelines or animals, please call or e-mail the Volunteer Coordinator, Heather at hmills@ark-valley.org.

Foster Program

In keeping with our goal to adopt as many animals from the center as we can, Ark-Valley Humane Society has developed the Foster Care Program. The purpose of the foster program is to increase the chances that animals entering Ark-Valley Humane Society will be adopted into permanent homes.

We have many wonderful animals walking through our doors every day. Many of the animals brought to Ark-Valley Humane Society are not suitable for adoption when they first arrive, and some simply need the blessing of more time until the right home comes along for them. These animals have the potential to be excellent

pets, however sometimes they need time and a loving support system before adoption is possible. Foster volunteers take these animals into their homes and provide a safe environment for them to mature, become more socialized and better trained, or heal from a wound or illness.

Animals are released, on a temporary basis, to volunteer foster care providers. Foster "parents" care for the animal until such time as it can be spayed/neutered, eat solid food, heal from an injury, or become better socialized. Once the animal is suitable for adoption (which in many cases is immediately), the animal will be listed as available on our website.

By becoming a part of our foster care program you could be the difference between life and death for animals that cannot be adopted right away. This can be an intense short-term commitment, but also one of the most rewarding things you will ever do.

If you have questions regarding the foster program, please email Heather at hmills@ark-valley.org.

Volunteer foster home guidelines, rules and regulations are outlined in the Foster Care PowerPoint. Volunteer foster homes are representatives of Ark-Valley Humane Society and are subject to the same rules and regulations as all other volunteers, as outlined in this handbook and in PowerPoint.

Reading Feline Facts and Dog Report Cards

Please refer to the appropriate circled handling protocol on who can interact with the dog

Please check whether the guillotine needs to be open or closed. Staff will fill this out

Report Card

Name: _____

Handling Protocol

Any Volunteer (Green) | Approved Volunteers Only (Yellow) | Staff Handling Only (Red)

Guillotine Protocol

Leave Open (Green) | Closed (Red)

Qualities Staff & Volunteers Say I'm:

Affectionate | Calm/Gentle | Barrier Reactive
 Playful | Shy/Reserved | Leash Reactive

Recess I seem to enjoy:

Swimming | Fetch | Car Rides
 Agility | Playgroups | Tug

Academics So far, I know:

Shake | Down | Sit
 Come | Leave It | Stay

kennel deep cleaned? Yes No | Other: _____

ITEM:	I LOVE:	PLEASE DON'T GIVE ME:
Rope Toys		
Frozen Bowls		
Rawhides/Bones		
Stuffed Toys		
Stuffed Bedding		
Tennis Balls		

Equipment Needs	
Easy Walk Harness	
Regular Harness	
Halti	
Prong Collar	
Other: _____	

Staff and Volunteers can fill out Qualities, Recess and

Staff will fill out these sections in regards to equipment needed to walk and what enrichment items

Please refer to the Handling Protocol circled in regards to approaching a cat in its kennel

Feline Facts

Name: _____

Handling Protocol

Please Pet Me! (Green) | Ask Staff First (Yellow) | Staff Handling Only (Red)

Qualities Staff & Volunteers say I'm:

Affectionate | Feisty | Shy/Reserved
 Out Going | Playful | Laid Back

I'm Good With

Other Cats | Dogs | Children
 Indoor Only | Indoor/Outdoor

Other Notes: _____

Staff will fill this section out after getting to know the cat and walking a dog through the cat room.

Staff or Volunteers can fill out Other Notes section in regards to any special notes or info regarding the cat



**We sincerely thank you for your interest in
volunteering at Ark-Valley Humane Society!**

**Ark-Valley Humane Society
701 Gregg Drive
Buena Vista, CO 81211**

719.395. 2737
www.ark-valley.org

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