

# Volunteer Manual



**LARIMER HUMANESOCIETY**

Shelter Address: 3501 E. 71<sup>st</sup> St  
Loveland, CO 80538  
Phone: (970) 226-3647  
[www.larimerhumane.org](http://www.larimerhumane.org)

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## Welcome

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Thank you for your interest in volunteering for Larimer Humane Society! We truly appreciate your valuable time. As an independent nonprofit organization, we depend heavily on support from the community to continue our life-saving programs. These programs include adoptions of homeless animals, daily animal enrichment, animal care, and foster care for sick, injured and young animals. Volunteers truly make a difference in the lives of the animals that come to us in need.

The information included in this handbook and in the training you will receive is intended to provide you with an overview of our services and volunteer guidelines. We do not expect you to know everything immediately. The handbook should be used as a guide and a reference. If you have any questions about anything that happens in the shelter, ask your program supervisor, who will be happy to answer any questions you may have. This handbook is not all-inclusive and does not include every policy or protocol relating to volunteers at Larimer Humane Society.

Information is current as of August 2021. Information may change in the future. Changes may not be distributed unless requested.

Thank you for your time and dedication!

## Larimer Humane Society Information

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### **Larimer Humane Society Telephone Number**

(970) 226-3647

### **Website Address**

[www.larimerhumane.org](http://www.larimerhumane.org)

### **Shelter Address**

3501 E. 71<sup>st</sup> St  
Loveland, CO 80538

### **Shelter Hours**

Intake: 9am-6pm Monday through Friday  
          9am-5pm Saturday & Sunday  
Adoptions: 11am-6pm Monday through Friday  
          10am- 5pm Saturday & Sunday

## **General Information**

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Larimer Humane Society is an open-admission shelter. We offer compassionate care to every animal in need; no animal is turned away. In FY20, we sheltered nearly 6,000 companion animals. Animal Protection and Control answered 18,560 calls for service (including investigations and welfare, stray-animal pick up, public-safety service, and deceased-animal pick up).

## **Vision**

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Larimer Humane Society is a trusted, responsive community leader, providing programs and services essential to the high quality of life for animals and people in northern Colorado.

## **Mission**

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To further the compassionate, safe, and responsible relationship between animals and people.

## **Strategic Goals & Objectives**

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### **Outreach and Influence**

Be an effective leader in identifying and meeting essential community needs for resources to care for our animals and people.

### **Programs and Services**

In collaboration with others, expand our service offerings to ensure pets can remain in loving homes, while also striving for excellence in sheltering and animal protection services.

### **Organizational capacity**

Enhance staff, volunteer, board, and financial resources as needed to achieve our goals and to support the growth of the organization.

## Why Volunteer?

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As an independent nonprofit organization, Larimer Humane Society relies on volunteers to care for animals, help with special events, and help educate the community about our programs and services. Every year we receive over 6,000 lost, unwanted, and abused domestic, exotic, and farm animals. We also assist thousands of people and animals throughout northern Colorado. A volunteer's time is a valuable gift, and just a few hours a week makes an incredible difference. In return, volunteers can learn animal handling skills, acquire fundraising experience, and explore the field of animal welfare.

## Guidelines/General Information

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- Volunteers must be at least 16 years old to volunteer independently in a variety of departments. Please note, some departments require volunteers be at least 18 or 21 years of age. Volunteers 10-15 years of age may join our "Partner Up" program by serving their volunteer hours with a parent, legal guardian, or adult mentor (with permission from a parent or legal guardian). Both members of the "Partner Up" team must complete all elements of training and serve all volunteer hours together.
- We request our volunteers commit a minimum of six months with a minimum of two hours per week for their shift. These shifts should be consistent week to week, but we can work with our volunteers who have special scheduling needs. We rely heavily on our volunteers to be present and on time for their shifts. Missing multiple shifts without giving notice is a dismissible offense. Volunteer needs vary for our foster, transfer, and special events volunteers. Commitments can be found on each position description.
- Those who are interested in collecting a certain number of community-service hours should visit the volunteer page on our website and view the information regarding community service or contact the shelter at (970) 226-3647.
- Youth or adults interested in creating, planning, and/or facilitating a service learning project to benefit Larimer Humane Society should go to our website to view ideas and guidelines and contact the Volunteer and Humane Education Program Manager at 970-530-2946.
- As part of the volunteer application process, each new volunteer must pay a volunteer fee of \$30 to attend orientation. This fee goes towards your t-shirt, nametag, whistle, training, and background check.
- Larimer Humane Society will complete a national criminal background check and sex offender search on each volunteer 18 years of age and older.

## **History**

Prior to 1969, the only place to take a lost, stray, or injured animal was the City “pound.” The pound was an open area of land with a high fence, communal food and water, and a three-sided shed for protection in sub-zero weather. Often as many as 30 dogs competed for shelter and food. After four days the dogs were killed. Reclaiming a pet was nearly impossible. Even if owners knew where to look for their lost pets, “keepers” at the pound were only there for one hour a day. Dogs in the County were no better off. If a resident decided that a dog was a bother, the dog was shot or poisoned.

Five volunteers changed all that. These concerned people founded Humane Society for Larimer County in 1969, and our shelter was built in 1974. The shelter filled to capacity the first week it opened. In September of 2017, we moved into a brand new building located strategically between Fort Collins and Loveland in order to better serve the Loveland community. The \$17.6 million dollar facility was mostly paid for by the sales tax initiative 200. Remaining funds were raised through the generosity of our donors. The facility boasts 27 acres of land including two dog parks, miles of walking trails, and about 80% more capacity for dogs and cats.

## **Funding**

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Renamed in 2001, Larimer Humane Society is an independent, nonprofit agency. We are not a division of any County or City government and are not funded by any governmental or national animal-welfare organization. We are a 501(c) (3) corporation and are governed by a volunteer board of directors.

Larimer Humane Society has an operating budget of \$4.8 million a year and a paid staff of about 50 full-time and part-time employees. Our funding comes from three sources: donations and fundraising, service revenue, and animal-control contracts.

1. Donations and fundraising include tax-deductible donations made by people like you. We have two main fundraising events a year: Top Cat & Tails Gala and Fire Hydrant 5K Walk/Run and Pet Expo. We also receive funding through foundations, bequests, memorials, and a direct mail marketing program.
2. Thanks to tax initiative 200 passed in 2013, the organization received over \$14 million dollars to put toward building a brand new facility, which opened on September 5, 2017.
3. Service revenue includes adoption fees and licensing fees. When you license your pets, you are helping offset the costs of providing animal-rescue services for your city.

4. Funding from animal-control contracts is based on the services we provide to Fort Collins, Loveland, and Larimer County. Each jurisdiction relies on Larimer Humane Society to respond to aggressive animals, pick up strays, ensure that injured animals receive care, and shelter homeless animals. Fort Collins, Loveland, and Larimer County contract with Larimer Humane Society to provide these services and enforce the ordinances.
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## **Humane Society Programs/Services**

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### **Adoptions**

Larimer Humane Society has a variety of animals available for adoption including domestic, barnyard, and exotic animals. We care for these displaced animals until loving homes are found. Larimer Humane Society adoption fees vary by animal and are dependent on many factors including species, age, size, behavior, medical condition, and demand for the pet. Setting higher fees for some animals enables us to maintain lower fees for other animals.

Adoption fees, along with license revenues, other fees, and donations from our generous supporters enable us to do lifesaving work in the community. The fees for dog and cat adoptions include spay or neuter surgery, vaccinations, slip lead and collar or travel box, microchip and registration, and post-adoption health exam donated by a local veterinarian.

### **Lost and Found**

We are committed to reuniting lost companion animals with their families. We receive thousands of stray animals each year. We provide for the animals' care and emergency medical needs while making every effort to contact their guardians and return the pets to their homes.

### **Licensing**

Through contractual agreements, with Larimer County, Fort Collins, Loveland, Wellington, and Timnath, Larimer Humane Society administers the Pet License Programs for these jurisdictions. By purchasing your pet license(s), you are supporting:

- 24-hour emergency medical treatment for injured stray animals
- Stray-animal rescue
- Investigations of animal cruelty and abuse and emergency housing for neglected animals
- Protection from aggressive animals

Larimer Humane Society's licensing program allows us to keep record of companion animals' rabies vaccinations and to return lost pets to their homes. Thanks to the licensing program, our Animal Protection and Control Officers and Client Services staff are able to reunite thousands of animals each year with their families. Licensing allows for quicker return of lost animals.

### **Behavior and Enrichment**

The Behavior and Enrichment program at Larimer Humane Society offers socialization, play time, toys, positive mental stimulation, basic training, and a calming environment to the adoptable animals waiting for new homes. Keeping the animals comfortable and happy is one of the most important goals of Larimer Humane Society.

We know dog and cat owners want to have wonderful relationships with their pets. Sometimes the behavior of dogs and cats can be challenging. In order to help pet owners handle many behavioral problems, we provide behavior help sheets on our website and at Larimer Humane Society. If pet owners need additional help, they should contact their veterinarians or a certified animal behaviorist.

### **Animal Protection and Control**

Larimer County, City of Fort Collins, and City of Loveland contract with Larimer Humane Society to keep the community safe for animals and people. Animal Control Officers patrol the streets and address community concerns regarding nuisance-animal complaints, aggressive animals, and animals running at large. Officers also conduct investigations of animal cruelty and neglect and provide emergency rescue and transport to medical care for animals in need.

### **Volunteer Opportunities**

Our volunteer opportunities allow community members to donate their valuable gifts of time and energy to better the lives of Larimer County's homeless animals. Volunteers may serve and become involved in nearly every aspect of the shelter's operations.

### **Foster Care**

The Foster Care program directly impacts the number of animals we can save each year. Foster volunteers accept young, orphaned, or recovering, injured and ill animals into their homes. Fosters provide respite care for abused and displaced animals in need of a place to grow, to heal, and to learn to trust.

### **Placement Partners**

Larimer Humane Society works closely with 110 animal welfare nonprofit partners that improve our success rate by finding suitable temporary and/or permanent homes for every pet possible.

## **Other Ways You Can Help**

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In addition to volunteering, you can help the homeless animals by:

- Making a tax-deductible donation as a tribute or memorial to a loved one or pet
- Check to see if your employer has a matching gift program for your volunteer hours
- Promoting and attending our events



- Becoming a corporate sponsor for an event
- Encouraging your employer to become an event sponsor
- Remembering Larimer Humane Society in your estate planning
- Spaying or neutering your dog or cat
- Purchasing and renewing your pet license(s)
- Donate an item from our wish list
- Donate your used vehicle

## **Volunteer Positions**

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### **Animal Care - *Partner Up Approved***

Work closely with kennel staff, clean animal areas, monitor behavior and health, provide food and water, and ensure that disease control protocols are followed. Participate in all elements of keeping the shelter environment clean, safe, and as comfortable as possible for the animals in our care. Animal Care volunteers must commit to one two-hour shift per week for a minimum of six months. Animal Care volunteers must be 16 years of age or older to serve their time independently. Volunteers age 10-15 years of age may join our Partner-Up program with a parent, legal guardian, or trusted adult.

### **Veterinary Services**

Assist Veterinary Services with medical rehabilitation and treatment of animals in a shelter environment. Assist veterinary staff with daily medications and treatment of animals, grooming and bathing animals, and more. These volunteers must be 18 years of age or older. Veterinary volunteers must understand realities of an open-admission shelter including humane euthanasia.

### **Animal Photographer**

Obtain high-quality digital photographs of adoptable animals and accurately load all photos into the database to attract potential adopters and enhance the appearance of the Adoptable Animals section of Larimer Humane Society's website. Photography volunteers must be 16 years of age or older.

### **Adoption Counselor/Animal Liaison – Client Services**

Assist Client Services staff with daily duties including greeting clients, assisting with pre-adoption paperwork, moving adoption animals to and from visitation rooms, and assisting with other administrative tasks. Participate in keeping the shelter environment clean, safe, and as comfortable as possible for the animals in our care. These volunteers must be 16 years old.

### **Behavior & Enrichment - *Partner Up Approved***

Provide shelter animals with mental and physical stimulation and basic behavior training. Assist Larimer Humane Society staff with the implementation of enrichment opportunities for sheltered animals. Teach and reinforce positive behavior to adoptable animals in order to make them more desirable companions. Volunteers are provided with opportunities for advancement in this department. Volunteers ages 10 to 15 are welcome to volunteer with a parent, legal guardian, or

trusted adult (who is 18 or older) as part of our Partner-Up Program. Volunteers 16 years or older may volunteer independently.

### **Community Outreach**

Community Outreach volunteers are the face of Larimer Humane Society in the community and help to positively and knowledgeably increase the public's awareness and understanding of our mission. Volunteers increase visibility of adoption animals and run the information booths at community events, festivals, and fundraisers. **These volunteers must be available on weekends, have their own transportation, be a minimum of 21 years of age, have a valid DL, and personal auto insurance.**

### **Development**

Assist Larimer Humane Society Development staff with day-to-day operations including entering data, writing thank you notes to donors, labeling and sorting material for bulk mailings, photocopying documents, preparing postcards and envelopes, and assisting with office tasks for fundraising events. Development volunteers are asked to commit to at least two hours of service per week and need to be at least 16 years of age or older.

### **Foster Care**

Provide a nurturing and comfortable environment in your home for animals to mature, heal, socialize, and become or remain adoptable. Provide all elements of care for foster animals, including feeding, grooming, training, socializing, and possibly medicating. Ensure safety of foster animals, and maintain excellent communication with Foster Care Coordinator regarding the animals' progress. Return the animals to the shelter upon completion of the foster period. At least one primary caregiver must be 21 years old or older. Foster Volunteers commit to taking at least two animal cases per year. All paperwork in the foster-care program requires the signature of an adult. This adult must attend the weekly animal health and behavior appointments, and we recommend that any child who attends the appointments be at least 10 years old. **Must be 21, have valid DL, personal auto insurance, and the ability to use your personal vehicle to transport of animals to and from the shelter.**

### **Humane Education**

Assist the Volunteer and Humane Education Program Manager in creating and, on occasion, presenting age-appropriate lesson plans with an interactive focus to community groups, schools and organizations. Help contact schools, scout troops, and other educational centers in order to schedule programs. Help transport presentation materials to and from the shelter. **Volunteers must be at least 21 years of age or older, have a valid DL, and personal auto insurance.**

### **Licensing Assistant**

Assist Larimer Humane Society licensing staff with day-to-day operations including but not limited to preparing tag mailings to pet owners who have renewed their tags by mail and making corrections to various information in the database. Licensing volunteers must be at least 16 years of age or older.

### **Photography and Videography**

Assist our Marketing and Community Outreach Program Manager in marketing and publicity efforts. Tasks include, but are not limited to: tracking and scanning for media coverage, writing articles for Larimer Humane Society's publications, filming mini-videos of adoptable animals for Larimer Humane Society's social media sites and more. Volunteers interested in this position must be 16 years of age or older, and have previous writing/photography/videography/graphic design experience, and be able to provide samples of their work.

### **Special Events Committee Member**

Learn event planning and fundraising skills by serving on the event planning committees for Larimer Humane Society's two largest fundraising events of the year: Fire Hydrant 5K and Top Cat & Tails. **In order to participate on an event committee, volunteers must be at least 21 years of age, have a valid DL, personal auto insurance, and will be required to attend all event planning meetings.**

### **Special Events Volunteer – *Partner Up Approved***

Assist the development team with fundraising events through various projects both off and on-site. Volunteer to help with preparation leading up to the events, as well as at the events. Opportunities are typically one-time or take place in a specified time frame. Volunteers ages 10 to 15 are welcome to volunteer with a parent, legal guardian, or trusted adult (who is 18 or older) as part of our Partner-Up Program. Volunteers 18 years or older may volunteer independently.

### **Transport Volunteers**

If you would like to help with transferring animals from the shelter to other locations or bring animals in need to Larimer Humane Society, we would love to sign you up on our email list. No shift required, strictly an email list to ask for assistance when transfers are needed. **Must be 21, have valid DL, insurance, and the ability to use your personal vehicle to transport. Multi-Animal Transport volunteers who would be using a Larimer Humane Society vehicle must also agree to a Motor Vehicle Record Check and participate in hand-on driving practical with a staff member.**

### **Maintenance/Grounds Keeper Volunteer**

Assist the Facility and Maintenance Specialist with keeping our shelter beautiful, usable and safe inside and out. Tasks may include: Weeding, raking, trimming (gas trimmer experience), cleaning windows, washing walls, sweeping, painting (painting experience), cleaning ceiling HVAC vents, replacing lights/cleaning light fixtures, power washing vehicles, concrete, equipment etc, assembling furniture, equipment etc, light snow shoveling if present during a snow. Volunteers must be at least 18 years old.

## Signing-In / Logging Hours

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Please be sure to log in and out for each shift on the computer at the volunteer station (unless you are a Foster Care volunteer). Instructions for using the computer are posted near the computer monitor. Your logged hours allow us to keep track of your valuable contributions. We use this information to recognize your efforts and in writing grants based on the number of hours donated. If you cannot log in using the computer, please find a manual log in form near check in.

Upon arrival at the shelter, please get your nametag from the alphabetical file box, then choose a lanyard or chest clip with which to attach the nametag. A nametag must be worn during your volunteer shift, so that you are easily identified as someone who has been trained and authorized to work with the animals.

Please also take some time to read the announcements posted on the volunteer bulletin board at the volunteer station. This information will help keep you informed of shelter happenings and upcoming events. Please also utilize the suggestion box at the volunteer check-in station. We value your input on how to improve the volunteer experience. You can also always reach out to the Volunteer Program Manager at [volunteer@larimerhumane.org](mailto:volunteer@larimerhumane.org).

### **How to sign into VicTouch (Volunteer Log-In Computer) at the shelter**

- Enter your PIN number.  
This number will be provided to you when you pay for your volunteer fee and receive your volunteer t-shirt. If you misplace your number, a print-out is available on the bulletin board above the check-in computer.
- Choose the job which you will be volunteering in for the day. A screen will then appear which will tell you that you are signed-in, which job you are helping with, and the time you signed-in.
- Hit the OK button and you are ready to volunteer. (If you don't see your job listed on the first screen page, then hit the "More" button at the bottom and more job options will appear).
- To change jobs, hit the sign-in/out button again, enter your PIN, then at the screen where it asks you if you would like to sign-out or switch, you touch switch. This will take you back to the list of jobs and you can touch the job you would then like to switch to.
- Logging out at the end of your shift.  
Hit the sign-in/out button once again, enter your PIN, and it will ask you if you would like to sign-out or switch. Just hit the sign-out button.

## Performance Guidelines/ Code of Conduct

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Larimer Humane Society values and relies on its volunteers. To be an effective volunteer requires a sincere interest in the work to be done, acceptance of supervision, and adherence to all shelter policies. Each volunteer has the responsibility to be dependable, prompt, efficient, and pleasant. In other words, our volunteers are expected to hold the same standards as paid staff members. Volunteers must maintain the dignity and credibility of Larimer Humane Society with the public and honor confidential information. It is important for volunteers to understand the function of paid staff, maintain a smooth working relationship with them, and to stay within the boundaries of volunteer activity. Volunteers are an integral part of Larimer Humane Society. Organizations such as ours could not survive without people like you!

All employees and volunteers are expected to abide by Larimer Humane Society's Standards of Professional Conduct as listed below:

- \*Ethical Behavior** – We will exercise the highest standard of ethics in all of our actions, promote accuracy, honesty, and fiduciary responsibility in all work situations, and demonstrate high personal integrity at all times.
- \*Customer Service** – We will extend customer service to all we come in contact with including our clients, our supporters, Larimer Humane Society staff, fellow volunteers, our work partners, our colleagues, our various departments, and each other.
- \*Personal Responsibility** – We will take responsibility for our decisions, be accountable for our actions, and seek ways to improve our contributions to the organization.
- \*Respectful Treatment of All** – We will treat all people and all animals with dignity and respect, recognize the value of each individual or group, and create an environment which encourages input from all.
- \*Communication and Positive Work Relationships** – We will strive to work well with all people and to practice good and thoughtful communication skills at all times.
- \*Workplace Safety** – We will learn the safe, approved methods of accomplishing tasks and follow safety rules at all times.
- \*Responsible Pet Ownership** – We will set an example and practice responsible pet ownership and abide by all applicable animal-control ordinances. (Pets residing in Larimer County must be licensed, etc.)

## **VOLUNTEER POLICIES**

*Volunteer policies are put in place for the protection of the volunteer, the staff and the animals in our care. Larimer Humane Society reserves the right to dismiss a volunteer for any violation of Volunteer Policy within this manual, or after consideration of an offense not listed within this manual.*

### **Entering the Shelter**

Volunteers should park on the south side of the shelter and enter through the employee/volunteer coded door. Volunteer building codes start at 8am and end at 6pm during the week and 5pm on weekends. Do not enter the building until 8am at the earliest. This will give our staff time to prepare for the day. Do not follow the person ahead of you into the building. Please wait until the door closes so you can input your code. Staff and volunteers should not be holding the door open for others to enter. Be sure to always wear your green volunteer t-shirts so you will be easily recognized by staff and other volunteers.

### **Accidents and Injuries**

Any accidents or injuries occurring on the job, no matter how small, must be reported to your Department supervisor immediately and a Visitor/Volunteer Injury Report must be completed. For your safety, animal bites must be reported to staff immediately, and the animal must be identified. State law requires that the animal be submitted for rabies examination or confined at the shelter for a 10-day rabies observation. This is at the discretion of shelter and Animal Protection and Control personnel. Volunteers who have been bitten may want to consult their doctors for follow-up care. At the discretion of the shelter, re-training or other corrective action may be recommended by staff and/or the Volunteer Program Manager following an animal-related injury. Volunteers are not covered under Larimer Humane Society's insurance; all volunteers are expected to have up-to-date health insurance coverage.

Volunteers are to immediately report any potentially hazardous conditions to their direct volunteer supervisor so the issue can be addressed before any harm or injury is caused to staff, volunteers or animals.

### **Driving on behalf of Larimer Humane Society**

If driving as part of their volunteer duties, volunteers are expected to have a current driver's license and the minimum auto insurance required by the State of Colorado. If for any reason the volunteer does not have a current driver's license or auto insurance they will not volunteer to drive on behalf of Larimer Humane Society. Driving on the organizations behalf includes, but is not limited to, the transportation of Larimer Humane Society animals, organizational supplies or equipment, or travel between the shelter and another location for a Larimer Humane Society related purpose. The volunteer will report any traffic citations and accidents to their supervisor regardless if they occur inside or outside of their volunteer duties. If involved in a vehicle accident the volunteer will complete an accident report provided by Larimer Humane Society. Volunteers are expected to follow all laws regarding the safe operation of a vehicle including going the speed limit and wearing a seat belt. Volunteers are responsible for any costs incurred when using their

personal vehicle including, but not limited to fuel, maintenance, parking/speeding violations or any cost related to damage to their personal vehicle.

### **Responsible Animal Handling**

Volunteers are expected to handle animals kindly, with common sense and concern for both the animal's safety and their own safety. Appropriate, safe, and humane methods of handling and restraint must be used at all times and only after completion of training.

Animal-handling volunteers have completed training necessary to perform the duties of their volunteer positions. Animal-handling volunteers hold responsibility for the safe handling of shelter animals in order to protect against undue injury or stress to both the animal and individual. Animal-handling volunteers' failure to correctly handle animals will result in corrective action ranging from re-training or dismissal, depending on severity of the action, at the discretion of the shelter staff. A volunteer can request from their department supervisor a re-training at any time should they be uncomfortable in their animal-handling role. If faced with an animal-handling situation in which you are uncomfortable, please do not handle the animal, but rather inform your supervisor or another staff member that you would like assistance.

Non-animal-handling volunteers who have not completed the necessary training may not interact with, socialize or handle shelter animals while volunteering. Non-animal-handling volunteers who wish to visit with an adoptable animal may do so at the end of their volunteer shifts by checking in with the host in the lobby and waiting for a staff member to bring the animal to a visitation room.

### **Appropriate Interactions with Animals**

Our shelter uses positive reinforcement. Do not hit, kick, swat, yell, or spray water at the animals. In the same way, if an animal is showing indication that it does not desire interaction at that time, please be respectful of the animal's needs and leave it alone at that time. Remember, the shelter environment can be quite stressful for animals so it is our goal to keep any additional undue stress to an absolute minimum. We would be more than happy to answer any questions you might have. NOTE: Our puppies and kittens are visited so often by clients, we ask the staff and volunteers to visit with the adult animals instead. Visitations should only be conducted with the animals in Adoptions. These are the only animals that have been assessed for health and temperament.

### **Animal Behavior Reporting**

Volunteers are to report any concerning behavior from animals within the shelter. Volunteers spend valuable time with the animals and may see things during that time that the staff wouldn't see during a behavior assessment, therefore volunteer observations are important to note for the safety and welfare of the families who choose to adopt. Volunteer observations will also help staff to know how to intervene on behalf of the animal. Behaviors that should be noted include, but are not limited to:

- Swatting

- Hissing
- Spitting
- Growling
- Hiding with no recovery
- Biting that does *or* does not break skin
- Baring teeth
- Snapping
- Refusing treats it normally would eat
- Refusing to walk on leash
- Whale eye
- Fence fighting with dogs in a kennel or with dogs in an adjacent yard
- Harsh, physical jumping up or dragging while walking
- Forceful tugging or biting on the leash
- Mouthing hands or arms
- Great difficulty removing from or returning an animal to its kennel

Behavior slips can be found in white plastic bin in the Volunteer Check-in hallway so that volunteers can record these behaviors immediately after seeing them. Slips are to be returned to the blue bin in your DVS's office area.

**Please Do Not Enter These Areas (unless instructed to do so):**

- Dispatch or other Animal Control Offices
- Animal Protection & Control's Sally Port
- Isolation Hallway
- Veterinary Services
- Any other area in which you do not volunteer your time

**Attendance**

**Volunteers are expected to give a minimum of two hours per week for a minimum of six months for shelter volunteer positions.** Although you are not being financially compensated for your services as a volunteer, you are expected to take the responsibility seriously and use the same attendance guidelines as you would for a paid position. Volunteers are expected to serve their scheduled shifts or notify their volunteer supervisors as soon as possible if the shift will be missed. Volunteers are expected to notify their volunteer supervisor if they wish to stop volunteering in that position. Every volunteer job is necessary and important to the mission of Larimer Humane Society. If multiple shifts are missed without notification, the volunteer may be given a warning or dismissed.

**Bringing Your Pets to Your Volunteer Shift**

To maintain a safe shelter environment, volunteers may not bring their own pets to their volunteer shifts. While here at Larimer Humane Society, volunteers are expected to focus on their duties and be able to assist the staff as needed.



### **Confidentiality**

All volunteers will hold absolutely confidential all information they may see concerning clients, animals, and staff. All volunteers agree not to seek or obtain confidential information from a client. In addition, all volunteers understand that an intentional violation of confidentiality may result in disciplinary action, including dismissal by Larimer Humane Society and/or possible legal action by others (i.e., clients).

### **Concern and Complaint Policy**

We want your volunteer experience to be fun and rewarding. If you have a concern or complaint, please notify the Volunteer Program Manager via email: [volunteer@larimerhumane.org](mailto:volunteer@larimerhumane.org). The Volunteer Program Manager will respond to your concern within ten working days. If you have not received a verbal or written response to your concern within the ten day period, please bring your concern to the attention of the Director of Development. We always appreciate professional and courteous communication, even when sharing a concern.

Larimer Humane Society takes the concerns of our volunteers very seriously. Please understand that while we are always open to implementing positive changes, there are some suggestions we may not be able to integrate into our policies and procedures. In these situations, the Volunteer Program Manager is happy to discuss the reasons that a change may not be appropriate and work with you to help you understand the reasons behind our current system. **WE VALUE YOUR FEEDBACK!**

### **Conflict Resolution and Performance Concerns**

Larimer Humane Society will attempt to resolve differences of opinion and disagreements as quickly as possible. It is our intent to create a positive climate in which integrity, trust, and respect are honored. Our Volunteer Conflict Resolution Procedure is as follows:

- 1) Every effort should be made to resolve conflicts between involved parties directly.
- 2) If the conflict is still unresolved, the volunteer should report the problem to their department volunteer supervisor or the Volunteer Program Manager within 10 days of the incident. At that time, a meeting will be scheduled if the issue cannot be immediately resolved by the Volunteer Supervisors. The volunteer should present the problem in writing at that meeting. Formal request forms are available through the volunteer supervisor.
- 3) If the conflict is still unresolved, the volunteer may submit the problem in writing to the CEO. A meeting may be scheduled between the CEO, Director of Development, Volunteer Program Manager, and the volunteer. The decision of the CEO is final.
- 4) Larimer Humane Society has a zero-tolerance policy for: abusive behavior toward animals, physical or verbal abuse of any staff member, volunteer, or client, and disregard for rules and regulations. A violation of these polices may result in immediate termination as a volunteer.

### **Adoption Policy for Volunteers**

Volunteers are allowed to place a Possible Adoption hold on an animal that is currently available for adoption. They will need to let the Client Service staff member know in person if they want to adopt, and the staff member will place a "POSS ADOPT" hold on the animal. All visits and adoptions must be placed during normal hours of operation (M-F 11-6pm and 10-5pm on weekends), and outside of the volunteer's scheduled shift. All holds are first come first serve. The volunteer must pay a \$20 non-refundable, non-transferable fee or the hold will not be placed. The hold period expires at the end of business the day after the hold takes effect.

INTERPARTY holds can only be placed by a volunteer if they are the source (finder), a previous owner, the foster provider or a friend of the foster provider (underage puppy/kitten only), prior to the animal being evaluated behaviorally and medically, and before the animal becomes available for adoption. All animals will go through behavioral and medical evaluations. If the animal isn't an adoption candidate, we will not adopt to the interested party. Volunteers cannot visit with the animal if it hasn't been cleared for adoption. Any stray that comes into the shelter may already have an interested party hold if the source was interested in adopting.

### **Adoption Waiver**

Prior to adopting an animal from Larimer Humane Society, volunteers are required to meet the basic adoption requirements, meet with a Client Services Representative for adoption counseling and have approval from their supervisor. After one year of service, a volunteer will receive a voucher good for \$50 towards one animal adoption then once every three years after with license and rabies tag costs excluded. These waivers expire one year after issue. They cannot be redeemed for cash and must only be used by the person whose name is on the certificate. Removing a shelter animal from the building without completing the appropriate paperwork requirements or receiving prior approval from a supervisor is not permitted and is considered grounds for volunteer dismissal.

### **Drugs and Alcohol**

We are committed to having a safe, healthy, and productive volunteer environment free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs judgment, resulting in increased safety risks, injuries, and faulty decision-making. Larimer Humane Society prohibits the use, sale, dispensation, manufacture, distribution, or possession of alcohol, prescription drugs, marijuana, or controlled substances on the company premises or worksites unless legally prescribed by a physician. This drug and alcohol policy extends to any outreach event that you may be representing Larimer Humane. Any violation of this policy will result in disciplinary action up to and including termination of your volunteer position.

### **Tobacco**

The usage of all tobacco products is only permitted inside your car or in the designated area of the southwest corner of the shelter. Please dispose of your cigarettes properly. Smoking, chewing, dipping tobacco, smokeless tobacco or e-cigarettes in the building or when dealing with the public anywhere on the premises is strictly prohibited. When representing Larimer Humane

Society at outreach events using tobacco products is prohibited in front of the public. Please use your personal vehicles or be out of the public's eye to use tobacco products.

### **Friends and Family of Volunteers**

Volunteers may not bring friends or family along for their volunteer shifts. Anyone interested in volunteering must attend the orientation and appropriate trainings to ensure that they are able to keep themselves and the animals safe. Current volunteers who are interested in having their family or friends see the shelter may arrange a tour through the Volunteer and Humane Education Program Manager. Tours can accommodate groups of ten or less.

### **Use of Electronic Devices While Socializing and Handling Adoptable Animals**

For your safety and that of the animals in our care, Larimer Humane Society volunteers are not permitted to use cell phones or any other electronic devices such as iPods, mp3 players, etc. while handling or socializing adoptable animals. Please refrain from using headphones or ear buds of any kind while in the shelter. If you must take a personal call using your cell phone, please make sure all animals are safely in their kennels. Please notify your supervisor that you will be taking a call and please use your phone outside. Volunteers socializing and handling animals, inside or outside of the building, need to focus on working with the animal as their position description intends. Abuse of this or any volunteer-performance guideline may result in the loss of privilege to socialize, train, or handle the adoptable animals.

Volunteers after their shift are welcome to take pictures, video and audio of animals in the adoption areas of the building that are open to the public, as long as the behavior of the animal indicates that the animal is comfortable with that process. To preserve the privacy of owners and the safety of the animals in our care, photos, video and audio recordings are not permitted by the public, visitors, staff or volunteers on the non-public/holding side of the building.

### **Media Contact**

The image that Larimer Humane Society holds in the community is strongly affected by our portrayal in the media. For that reason, it is extremely important that the media receive accurate and appropriate information regarding our organization. At no time should a volunteer contact or address the media without prior approval from the Marketing and Community Outreach Manager. Larimer Humane Society expects that our volunteers be in adherence with our vision, mission, and open-admission policy when communicating to members of the public both during your shift and on your own time. If you see concerning media coverage, please alert the Volunteer Program Manager immediately at [volunteer@larimerhumane.org](mailto:volunteer@larimerhumane.org).

### **Public Representation**

Volunteers are expected to represent Larimer Humane Society in a helpful, friendly, and professional manner at all times. We are dependent upon the good will of the community for much of our support. Our public image may be based on client contact with volunteers. For this

reason, it is important for volunteers to always represent the shelter in a positive manner and promote the beliefs and practices of the organization.

### **Parking**

Volunteers should park in the South most lot with staff in an effort to leave the main east lot open for clients. If you have a handicapped sticker, please feel free to park in any of the available handicapped parking spots.

### **Staff Break Room**

The staff break room is for use of staff when on their lunch or 15 minute breaks. Please be respectful of the personal time taken in this room by utilizing the break area in Volunteer Check-In hallway if you need to take a break during your shift. If you feel you need access to the break room for any reason, please notify your department supervisor or the Volunteer Program Manager.

### **Shelter Safety**

You may only perform duties that you feel comfortable with or have been trained to do. This includes, but is not limited to, animal handling and cleaning. It is extremely important that volunteers follow all safety regulations taught during training sessions.

### **Harassment and Sexual Harassment**

We are dedicated to maintaining an environment free from all forms of harassment and sexual harassment or intimidation. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature will not be tolerated. We will also not tolerate conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. Any volunteer who is subject to or aware of such harassment is expected to report it immediately to their Volunteer Supervisor or the Volunteer Program Coordinator.

### **Support of Shelter Staff**

All Larimer Humane Society volunteers are expected to abide by the rules and protocols for all departments, regardless if the department is their assigned volunteer program or team. All volunteers are expected to actively support and respect decisions made by staff, and treat all staff members and fellow volunteers with respect.

### **Telephone Usage**

Due to the high volume of phone calls we handle on a daily basis, making personal calls from the main phone line is discouraged. Personal calls cannot be made while working inside the building or actively performing your volunteer duties. If you need to make a personal call, it must be done on your personal cell phone, outside of the building or in your car. The main phone system may only be used in the event of an emergency and with permission from a supervisor.

### **Maintenance Requests**

If any machinery or other items need maintenance, please let your supervisor know.

## Dress Protocol/Uniform

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As representatives of Larimer Humane Society, volunteers must present a professional image to our clients. Please follow these guidelines in order to help us maintain a professional, safe environment.

### **Appropriate Attire:**

- To prevent slipping, exposure to harsh cleaning chemicals, and injuries, all volunteers MUST wear flat, enclosed, rubber-soled shoes at all times.
- Volunteers must wear a nametag at all times. NOTE: It is not appropriate to wear your nametag below waist level. Please clip to your shirt or a lanyard.
- All volunteers MUST wear the designated volunteer T-shirt and their nametag at all times unless told otherwise by their direct supervisor. The T-shirt and your nametag identify you as a volunteer to staff and to our clients and visitors.
- All volunteers MUST wear pants as a protective measure when working with the animals and chemicals within that department.
- Clothing must be clean and in good condition overall.
- Long hair must be pulled back if working with animals.
- DART Team will have more specific dress protocols in place for each volunteer position.

### **Inappropriate Attire:**

- Thong sandals, flip flops, or any shoe with an open toe.
- Torn, tattered, or bleach-stained clothing
- Jeans with torn knees or ripped hems, shorts of any length, or mini shorts/skirts.
- See-through shirts, halter tops, backless shirts, half shirts, muscle shirts, or tank tops with less than 1" straps.
- Dangling earrings or other jewelry that may interfere with volunteer duties.
- Shorts

### **Uniform**

All new volunteers will be given one volunteer T-shirt, whistle and nametag (cost covered by the volunteer fee). Volunteers are responsible for the care of their uniforms and responsible for the replacement of either item by notifying the Volunteer Program Manager. Volunteers may purchase additional volunteer T-shirts for \$7.00 each.

### **Nametags**

All Larimer Humane Society volunteers are required to wear nametag identification at all times while volunteering. All nametags must be worn attached to the volunteer T-shirt or a lanyard. It is not permitted for volunteers to wear their nametags attached to belts or pants. Volunteers are responsible for keeping their volunteer nametags in the bins provided or in another secure location.

## Euthanasia Policy

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Millions of dogs, cats and other domestic animals are taken to animal shelters annually because they are unwanted, lost or abandoned. Many are reclaimed by their owners and others are adopted into loving homes.

Because Larimer Humane Society is an open admission shelter, we accept every companion and small barnyard animal in need, regardless of breed, sex, age, behavior, medical condition or history.

Our extremely devoted team of staff and volunteers work in our community and with 110 other animal welfare agencies to improve every animal's chances at adoption. Hundreds of volunteers work with us to socialize animals in the shelter, to reunite lost pets with their owners/guardians, and to assist individuals looking to add a new family member.

We help animals that have behavioral or health issues to become adoptable. We work with them individually, either at the shelter or at one of our 100 foster families. Fosters accept animals into their homes when they that need more time for healing or training to be ready for adoption. Once on the adoption floor, we do not place a time limit on the animals.

The Humane Society of the United States estimates that approximately half of all animals in shelters are euthanized nationwide. If after a comprehensive assessment, our skilled experts determine an animal is not adoptable because they are unhealthy or untreatable, we offer humane euthanasia. Larimer Humane Society euthanizes only approximately 13% of animals, most of them untreatable due to age, severe aggression, or untreatable medical conditions. Our euthanasia numbers are improving each year. As a socially conscious animal shelter, our goal is to find homes for every healthy and safe animal.

Euthanasia is taken very seriously at Larimer Humane Society. It is performed by an injection of sodium pentobarbital, which is an effective and humane euthanasia agent for mammals, birds and reptiles. Euthanasia of animals is approached with the greatest care and respect.

Euthanasia is the most difficult aspect of our employee's jobs. Failure to respect staff that make euthanasia decisions and perform euthanasia will be considered a serious infraction and could result in termination of your volunteer status. Please direct any questions or concerns to your volunteer supervisor for explanation.

Volunteers do not participate in the euthanasia at Larimer Humane Society. However, volunteers may see an animal that has been sedated and is being moved for the procedure. It is also possible that volunteers potentially interact with an animal that is later determined to be a candidate for humane euthanasia.

## Important Contact Information

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If you have any questions or concerns regarding the volunteer program, need to conclude your service, wish to transfer to another department, etc., please reach the Volunteer Program Manager at 970-530-2946 or [volunteer@larimerhumane.org](mailto:volunteer@larimerhumane.org).

If you have questions relating to your volunteer shift or need to change your volunteer schedule, we ask that you contact your department supervisor:

DEPARTMENT	Supervisor NAME	PHONE NUMBER (970- 226-3647 )	EMAIL (@larimerhumane.org)
Animal Care	Tara Rust Ryan Carlson Lee Jones	ext. 3340	acsupervisors
Behavior & Enrichment	Miranda Kurtz Sam Sobus	ext. 5130	behavior-enrichment
Client Services Animal Photography	Jordan Eckstadt Amanda Niccolai Lee Jones	ext. 3400	clientservices
Community Outreach Marketing	Justin Clapp	ext. 1420	media
Development Events	Jessica Velthuis Allison Spontarelli	ext. 2500/2410	development
Foster Care Transport	Luisa Salas Megan Kocina	ext. 3210	foster transfer
Humane Education Volunteer Program Manager	Kaley Platek	ext. 1460	education volunteer
Licensing	Chris Reed	ext. 1310	gcharvat
Veterinary Services/Grooming	Melissa Flerlage	ext. 3500	mflerlage
Grounds/Maintenance	Mark Wyscarver	ext. 5520	mwyscarver

# Volunteer Agreement & Waiver

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## LARIMER HUMANE SOCIETY VOLUNTEER AGREEMENT & WAIVER OF LIABILITY TERMS AND CONDITIONS

1. I have read and am in agreement with the mission, goals, and services of Larimer Humane Society. I have read and will abide by the Volunteer Performance Guidelines.
2. My services to Larimer Humane Society are provided strictly in a voluntary capacity as a volunteer, and without any expressed or implied promise of salary, compensation or other payment of any kind whatsoever. I am not an employee of Larimer Humane Society.
3. My services are furnished without any employment-type benefits, including employment insurance programs, unemployment insurance, worker's compensation, vacations, or sick time.
4. I will familiarize myself and comply with all Larimer Humane Society policies and procedures applicable to volunteers. In particular, I fully understand that Larimer Humane Society expects high standards of moral and ethical treatment of the animals under its care. I will adhere strictly to these standards in my capacity as a volunteer.
5. I will hold absolutely confidential all information that I may see concerning clients, animals, staff, donors and volunteers. I agree not to seek or obtain confidential information from a client. I understand that an intentional violation of confidentiality may result in disciplinary action, including my dismissal as a volunteer by Larimer Humane Society and/or possible legal action by others (i.e. clients).

### Acknowledgment & Assumption of Risks

Larimer Humane Society maintains high levels of training and employs experienced animal handlers and activity leaders. However, volunteer activities may involve risks, hazards, and dangers. Some risks are inherent in the activities and cannot be eliminated or reduced. **These inherent and other risks, hazards, and dangers can cause injury, property damage, illness, mental or emotional trauma, disability, or death.** I understand the gravity of these risks and appreciate that Larimer Humane Society believes that it is important for me to know in advance what to expect and to be informed of the risks to myself and my pet.

Some, but not all of these risks, hazards, and dangers include: physical injury from animals, bites, scratches, clawing, allergic reactions, and animal borne illnesses. Larimer Humane Society staff must make various judgments and decisions as they conduct activities in changing environments. These judgments are, by their nature, imprecise and subject to error. Consequently, there are risks involved in decision making and conduct, including, without limitation, the risk that a Larimer Humane Society representative may misjudge an animal. The potential exists that the client, other participants, or third parties (e.g. other children) may act carelessly, recklessly or generally fail to exercise care.

I understand that if I am driving as a volunteer on behalf of Larimer Humane Society that I am doing so at my own risk. Risk can involve personal injury from car accidents, property damage and injury to other drivers, passengers and animals. I am voluntarily participating in these activities with the knowledge of the danger involved, and therefore agree to accept any and all risks of injury and will rely only upon my own insurance coverage. I acknowledge that by choosing to drive on behalf of Larimer Humane Society I am expected to have a valid driver's license and auto insurance.

I understand that the above description of risks is not complete and that other unknown or unanticipated risks, hazards and dangers may result in injury, damage or other loss. I acknowledge that Larimer Humane Society staff is, and have been available, should I have further questions about the nature and physical demands of these activities and the risks, hazards and dangers associated with these activities. I understand the presence of Larimer Humane Society personnel is no assurance of my safety or the lessening of these risks.

My participation in these activities is purely voluntary and I choose to participate in spite of and with knowledge of these risks. Therefore, I, and my parent(s), if I am a minor, assume and accept full responsibility for myself, for those risks identified here and for those risks not identified, and for injury, death, property loss or expenses suffered by myself and others, resulting from those risks, and resulting from my own negligence.



