



THREE RIVERS
HUMANE SOCIETY

Volunteer Manual



Welcome!

Welcome to Three Rivers Humane Society Humane Society! We thank you for giving your time and energy to help the homeless animals in our community. Volunteers play a vital role in our organization and we look forward to working with you.

Mission Statement

Three Rivers Humane Society Humane Society is committed to promoting healthy, safe and lifelong relationships between people and their pets through sustainable programs of education, adoption and spay/neutering. We will endeavor to fight for the abused and abandoned, and foster a community where no companion animal will be killed because it is homeless.

Shelter Hours

Tuesday-Saturday 10 a.m. to 5 p.m.
Closed Sunday and Mondays

Contact

Phone: 541-475-6889
Email: info@threerivershs.org

Community Support

We receive less than 20% of our funding from Jefferson County to take in stray dogs. The other 80+% comes directly from donations and fundraisers. We receive no funds from the state or federal government nor do we receive any money from national agencies.

Adult Volunteer Job Descriptions

Gardener

This is an area where we can always use extra help. As gardening volunteer you are helping to make Three Rivers Humane Society look more presentable from the outside. You will be responsible for pulling weeds, trimming plants, weed eating, planting, and any other chores that help us make a good first impression.

Dog Walker

Give a shelter dog a break and take him/her for a walk! Dog walkers are an invaluable part of our volunteer team. Our staff will select a dog that fits your skill/activity level. While regular schedules are great, we welcome drop-ins anytime the shelter is open to the public.

Kennel Assistant

Kennel assistants help the kennel staff provide care for the shelter dogs. Duties may include: laundry, washing dishes, feeding dogs, helping the dog trainer, scooping poop in and around kennels, bathing dogs, filling water bowls, general cleaning, filling Kong toys, dog play yard attendant, and other assorted tasks as needed. Before direct interaction with shelter dogs, volunteers will be required to spend time with our Director, kennel staff, or dog trainer for guidance and safety rules.

Outreach Support

We take dogs off-site to adoption events and public gatherings for more visibility in our community and surrounding communities. Volunteers get dogs spiffed up to meet the public and potential adopters, as well as attend the event and represent Three Rivers Humane Society Humane Society in a positive and friendly manner. Volunteers will be speaking with the public as well as handling the transported dogs.

Event Support

Fundraising is a constant necessity to keep our dogs fed and our doors open. Volunteers can play a very important role in helping with many parts of a successful fundraising event. These opportunities include: hanging posters in the community, event decoration, gathering of auction items, set up/clean up, among many others.

Photographer

All of our dogs are posted online on the Petfinder website, which is a wonderful advertising tool. Great pictures can really help an animal get noticed and adopted. Volunteer photographers take quality photographs of the adoptable animals and we post them online.

Foster Care

Foster volunteers provide home care for dogs for a variety of reasons, from temporary illness to lack of space at the shelter. Foster care helps the shelter to expand the amount of space available for homeless animals in our community. It is also a wonderful activity for families to do together, especially when children are too young to volunteer at the shelter. Foster specific paperwork is available.

Junior Volunteers (Children 14-17)

Junior Volunteers must be at least 14 years old to volunteer without an accompanying parent or guardian. We work with each junior volunteer individually to find a good match between their skills and interests and our needs. Duties may include:

- Cleaning food and water dishes and washing blankets for dog kennels

- Stuffing Kong toys and making braided tuggies for the dogs
- Helping to train the dogs using positive reinforcement techniques
- Providing office support/clerical work
- Dog walking
- Helping with special events

Youth Volunteers (Children under 14)

We are pleased to offer a variety of volunteer opportunities for children under the age of 14. Youth may volunteer with a parent, guardian, or approved family member who will be their adult volunteer partner. Youth volunteer opportunities include:

Dog Socialization - The shelter environment may be stressful for an animal. To help overcome this stress, we depend on volunteers to help give the animals extra attention needed to feel happy! We have play yards for dog exercise. Our goal is for each dog to get out of its kennel and into a play yard a minimum of three times a day. Volunteers play a vital role in accomplishing this goal. Volunteers are encouraged to take dogs into yards to play, work on commands, be brushed, and just loved on! The human interaction that dogs get through this volunteer socialization helps prevent aggressive behavior, as well as depression in the animals.

Community Outreach - We believe that the humane treatment of animals applies on the community level. We try to get the animals in the shelter out into the community, and educate the community on what we do! Outreach Volunteers help with taking animals into nursing homes, Petco, and other outreach events.

Fundraising and Events - Having youth volunteers at fundraisers and other events helps the community see what a difference young people can make in the lives of animals. At events youth volunteers can perform a variety of tasks including handling animals, helping with event activities, and setup/tear down of the event. Being a fundraising and events volunteer is a great way to get involved and make a difference.

Youth Volunteers must fill out a volunteer application with additional paperwork signed by a parent or guardian.

Requirements for adults partnering with youth volunteers:
 Volunteering with a child is a memorable and unique experience. When you are volunteering with a youth volunteer, you are considered a volunteer yourself. Adult partner volunteers must submit a volunteer application. To be a partner

volunteer to a youth volunteer you must be the youth's parent, guardian, or family member over the age of 21.

Three Rivers Humane Society Expectations of Volunteers

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

You are not expected to know how to handle every situation but to:

- Continue learning about dog training
- Contact a staff member if you are not sure how to handle a situation or if you need assistance
- Not advise customers or adopters unless trained to do so.
- Not interrupt staff when assisting customers.
- Greet customers warmly.
- Be a positive part of our team.

Accidents / Injuries

Any accidents or injuries occurring on the job must be immediately reported to the Executive Director and an accident report must be completed. Animal bites must be reported and the animal identified. Even though all of the dogs at Three Rivers Humane Society receive rabies vaccinations, state law requires that the animal be placed in confinement for 10 days for rabies observation.

Dress Code

All volunteers must dress appropriately for the job they perform. Three Rivers Humane Society will provide you with a scrub top to wear for shelter jobs. **Long pants and closed toed shoes are required.** Name badges should be worn at all times.

Sign In / Sign Out

The volunteer sign in book is located on the counter in the front reception area. Please sign in at the beginning of your shift and don't forget to sign out when you leave as well. Unless you are assisting the office manager, please do not stay in the front office area.

Smoking Policy

Three Rivers Humane Society offers a smoke-free environment for volunteers and staff. If a volunteer chooses to smoke, he/she is welcome to do so in their personal vehicle or off shelter grounds.

Euthanasia

Three Rivers Humane Society is a no kill shelter in that we do not euthanize companion animals simply because they are homeless. As a Three Rivers Humane Society volunteer you do need to understand that we do have veterinarians euthanize dogs that are aggressive, or have severe behavior problems that we do not have the resources to correct. We also euthanize for illness or injury that is deemed by a veterinarian to not be treatable or where the animal would not have a normal life free of pain. Euthanasia is a last resort and is a difficult decision that is taken very seriously by Three Rivers Humane Society Humane Society management.

Feedback and Communication

We greatly appreciate your help at Three Rivers Humane Society Humane Society and truly hope you enjoy your volunteer time. By signing the Volunteer Application, you are agreeing to abide by our shelter volunteer requirements and expectations. One of these requirements is appropriate and civil communication. If during your volunteering you have questions or concerns regarding the shelter animals or shelter policies, you are agreeing to bring those questions or concerns directly to the Executive Director at an appropriate time. Undermining or negative opinions discussed with shelter staff other than the Executive Director or shared on social media outlets will not be tolerated and will result in immediate termination as a volunteer. These situations can directly harm our animals. Thank you for taking this requirement as seriously as we do.

Thank you for taking the time to learn more about Three Rivers Humane Society Humane Society. We welcome you as a new volunteer and look forward to working with you!