

Animal Harbor Volunteer Handbook

Revised: Summer 2021



Our Vision:

We are committed to having a community where all adoptable companion animals have the loving homes they deserve and one day having zero strays and zero euthanasia in Franklin County.

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Introduction to Animal Harbor

Welcome to Animal Harbor!

Animal Harbor (AH) first opened its doors in February 2003. It was the first animal shelter in Franklin County. Since that time, we have placed over 5000 cats and dogs in forever homes. Animal Harbor is a private, non-profit 501(c) (3) organization. It is funded by individual contributors, donor programs and grants which help provide medical care, spay/neuter services and loving attention for cats and dogs until they can be adopted or transported to a partnering rescue.

We receive no tax money from Franklin County or other government sources. We do work closely with Franklin County Animal Control to rescue and care for as many animals as possible.

Animal Harbor Mission Statement-

Save Lives. Promote Animal Welfare. Support Community.

Slogan- Saving lives, four paws at a time

Animal Harbor's Values Statement

Act with Integrity

We are honest, transparent, and committed to sharing our successes and failures internally and externally. We are open minded, flexible and hold each other accountable, encouraging our team and community to always do the right thing, acting in an ethical way setting high standards and displaying professionalism.

Build Relationships and Community

We strive to connect and build lasting relationships and trust with adopters, supporters, donors, volunteers, and our teammates to drive success and build a "harbor family". Once you engage and support us, we consider you a part of our family. We champion the growth mindset, and know that working together for the betterment of the community at large is top priority and a winning mindset.

We believe anything is possible when we work hard, stay focused, and act in service to others.

Determined to Make a Difference in One Life Every Day

We constantly and consistently push ourselves towards operational excellence which includes saving lives and helping others. Influencing our daily actions is compassion, passion, and determination to make a positive, lasting impression on lives (animal and human).

Focus on the Outcome

We believe small acts of kindness and perseverance add up. When one is focused on the outcome, they don't do something a certain way because "this is how we've always done it". True change and success requires us to get out of our comfort zones, act in bravery, problem solve through innovation, think fear free, and learn through trial and error.

This is what we do:

- Provide health care and temporary shelter to homeless companion animals
- Find new, loving homes for these pets
- Reduce pet overpopulation by promoting and assisting in spaying and neutering
- Educate the community about animal welfare
- Support the animal welfare community, especially our local animal control shelter

Organization

Animal Harbor is governed by a Board of Directors who oversee the governance and financial soundness of the organization. The board has 7 members who all volunteer their time to ensure that Animal Harbor has the financial security to be able to meet its mission objectives. The Board consists of a President, Vice President, Secretary and Treasurer along with 3 Directors of the organization. The Executive Director works alongside the Board of Directors and the shelter staff to assure that the organization is meeting its mission objectives.

The day-to-day management of the shelter is overseen by the Shelter Manager, with additional assistance from the In-take/Wellness Coordinator, the Outcome/Adoption Coordinator, and the Kennel Technicians.

Volunteers like you, make up the bulk of our personnel. Volunteers are needed both in the shelter and out in the community. Without volunteers, Animal harbor could not serve the animals of Franklin County with the love and attention that they deserve. Animal Harbor has three main categories of volunteers:

- Shelter Volunteers
- Event Volunteers
- Youth Volunteers

Welcome to Animal Harbor! We are proud to have you join our team of volunteers. This handbook is for your benefit. We hope you will ask questions during your time with us. We believe all questions are important, so please do not hesitate to ask.

Your volunteer service will benefit our animals and the community in many ways. You'll be a part of our mission to find great homes for great pets. It is incredibly rewarding to see an animal you've worked with and loved find their forever home. The volunteer opportunities are many, and we know you can find something at Animal Harbor that will suit your talents.

Volunteers are a vital and valuable component of the Animal Harbor mission. As such, volunteers are expected to be familiar with and adhere to our policies and procedures for volunteers. Please read this manual carefully and ask management or the volunteer coordinator if you have any questions.

The Basics

1. Animal Harbor is a limited intake, no kill, animal shelter. This means that we don't euthanize animals to make space for new ones. Our shelter has the capacity to comfortably house about 40 cats and 25 dogs. By utilizing our amazing foster homes, we are able to accommodate even more pets.
2. Because of the unfortunate and vast overpopulation problem, Animal Harbor has a *Waiting List*. This is a list of animals that are waiting for admittance into our facility so that they can be rehomed. While it is difficult to not take in every animal in need, we would have to resort to euthanizing current animals to make room for new ones, if all animals were automatically accepted. This is why our relationship with Franklin County Animal Control is so important.
3. Many of our pets must go through a 2-week quarantine period before going to our adoptable housing. This is to ensure that they don't spread illnesses to our healthy animals. This is the reason that you may see an empty cage, even when we are full. That cage isn't empty, it's waiting for an animal in quarantine. While in quarantine, all dogs are tested for heartworm and all cats are tested for FIV/FelV. All animals are checked/tested for other contagious illnesses so that all shelter animals remain as healthy as possible.
4. Before being adopted, all animals at Animal Harbor are brought up to date on their immunizations, microchipped, spayed/neutered and dewormed. In addition, all new pet parents get a free wellness visit at one of our affiliated veterinary clinics. This health care for one animal could cost an owner at least \$500. Our adoption fee is \$110, so our pets are quite the value.

Contact Information: (current as of 9/1/21)

Executive Director- Emily Holland, executivedirector@animalharbor.org

Shelter Manager- Rosanna Ohlsson, sheltermanagerah@animalharbor.org

Wellness/Intake Coordinator- Whitnie Hill, wellnesscoordinator@animalharbor.org

Outcome Coordinator- Jessica Brown, adoptioncoordinator@animalharbor.org

Dog Trainer- Krystina Broda

Lead Kennel Technician/Outcome Assistant (Dogs)- Mia Sanson

Lead Kennel Technician (Cats)- Kaylee Thronberry

Kennel Technician (Dogs)- Erin Winton

Kennel Technician (Cats)- Miranda Neal

Board of Directors:

Gail Castle, President

Cecelia Brodioi, Vice President

Susan Rupert, Secretary

Phyllis Larson, Treasurer

Susan Walton, Director (Trustee/Building Committee)

Cindy Janke, Director

David Janke, Director

Shelter Address:

56 Nor-Nan Road Winchester, TN 37398

Mailing Address:

P.O. Box 187 Winchester, TN 37398

Operating Hours:

We Clean: Sunday through Friday, 8 AM to Noon; Saturday, 7 AM – 10 AM and 3 PM – 5 PM

We are open to the Public by APPOINTMENT ONLY. Call the shelter, (931) 962-4472 to schedule an appointment.

Social Media

Website: www.animalharbor.org

Instagram: animalharborFC

You Tube: Animal Harbor Winchester Tennessee

Facebook: Animal Harbor

TikTok: animalharborfc

Volunteer Opportunities

Animal Harbor has many types of volunteer opportunities available. Our volunteers are generally in one of three categories:

Shelter Volunteers: These are persons who wish to volunteer at the shelter on either a long-term or short-term basis. There are many needs to be filled at the shelter, and duties can include socializing dogs and cats, cleaning animal living areas, cleaning general public areas, administrative work and outdoor maintenance. Needs can vary from day-to-day and week-to-week.

Event Volunteers: These are persons who wish to support Animal Harbor out in the community by offering their time and talent during our community events which include the Golf Outing, Chili Supper, Bone Drop, Benefit Concert, and the Fall Fund Drive. There are often other opportunities during the year for volunteers.

Youth Volunteers: These are school-age volunteers who generally need a limited number of service hours. These youth can include high school students who need hours for the Tennessee Promise scholarship, Scouts needing service hours for merit badges or rank advancement, or church youth group members.

To become a volunteer, please call the shelter, or email the Volunteer Coordinator (volunteercoordinator@animalharbor.org). You may also stop by an Animal Harbor booth at a community event and ask about volunteer opportunities. You will be contacted by our Volunteer Coordinator to discuss the many opportunities available to you and you will be guided into the best fitting opportunity for you at Animal Harbor.

What We Ask Of Our Volunteers

Take your volunteer commitment seriously. The animals and other volunteers and staff are counting on you.

Commit to volunteer on a regular basis if you are able

Ask a staff member for assistance with anything you are not sure of the absolute correct answer

Conduct yourself in a manner that makes us proud to call you one of our volunteers

Positive. It's been proven over and over that people want to support a winning cause, not one that's struggling. We want to present all of our achievements and assets and show the public that we are a winning cause.

Up-Lifting. We run off donations, and our orphaned animals can't afford for us to make enemies, so do not speak ill of ANY person or business in the community while acting as an AH volunteer.

Honest. While acting as an AH volunteer, make sure you only give information that you know is 100% correct. If you are ever uncertain, ASK! It's important to NOT give advice on things you aren't an expert in, and to make it really clear that you are not a professional. People trust that because we are an animal organization we know exactly what we are saying about animals, and may take any advice and run with it. So what if that advice is wrong?

Co-Operative. Always speak respectfully of any and all animal organizations in our community. If they are working to save animals, then we are working towards the same goals. This is one reason that Animal Harbor is called a "Limited Intake" shelter, rather than a "No-Kill" shelter. We do not want to contribute to the idea that "Open Intake" shelters are animal killers.

Adhere to all Shelter Policies and Protocols. You will be equipped with the adoption protocol. Under no circumstances will you be allowed to adopt an animal as a volunteer. If you think someone would be interested in one of our pets, they must go through the adoption coordinator. Many times, the animal in question will not be available for adoption, so please communicate with staff on proper communication with others regarding adoption or fostering.

Social Media Policy- Volunteers are not allowed to post Animal Harbor animals to their personal FB pages. Animal Harbor volunteers may make suggestions for posts and provide material to our social media manager (Emily Holland) to post on the Animal Harbor page. Once a post is published by Animal Harbor, volunteers can then share the post.

Shelter Animal Confidentiality in Relation to Social Media-

In a strong, concerted effort to secure information pertinent to Animal Harbor and animals in Animal Harbor's care, all Animal Harbor volunteers must remain silent in regards to missing animal posts including animals that you think may be in Animal Harbor or Animal Control's possession that you may see on social media channels. Volunteers may reach out to the appointed manager to voice their concerns, but they may not reach out to the said owner/s directly. The manager will then follow the proper channels and make all final decisions in regards to said animal. The guidelines are here to protect volunteers and animals, not to harm or restrict volunteers.

Kind. When someone comes in, no matter the reason for their visit, you should always be friendly, helpful, and courteous.

Professional. By keeping a professional appearance and demeanor, you encourage people to adopt our pets and support our organization with donations and recommendations. Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Apparel attracting undue negative attention is not acceptable. Volunteers must wear a volunteer t-shirt or name tag at all off-site events.

Unprofessional Behavior/Reasons for Dismissal

Acting immaturity. This includes making an overly exaggerated fuss over a mess, being disrespectful, not following directions, being disruptive, yelling, running and foul language

Overly personal/gory/crude/offensive/explicit stories or jokes

Arguing with, speaking poorly of or insulting staff/clients/volunteers, etc.

Lying. Honesty is very important as an Animal Harbor volunteer. Any volunteers found being dishonest in any capacity will be dismissed.

Disagreeing with or interrupting Animal Harbor staff members in front of clients.

Smoking on the Animal Harbor campus. Animal Harbor is a smoke-free campus and therefore smoking is not allowed on any part of the grounds or building. Consumption of alcohol and use of illegal drugs is also prohibited.

Failure to adhere to the guidelines, policies, social media policies, and procedures of Animal Harbor.

The use, sale, possession, or transfer of a controlled substance or alcohol on Animal Harbor premise or at an Animal Harbor event.

The abuse of any animal.

Accidents and injuries: Any accident or injury occurring while you are volunteering must be reported to Animal Harbor staff immediately. Bites resulting in broken skin are considered an injury and must be reported immediately. The on-duty supervisor will make the decision if medical care is required. Concealing an injury is grounds for dismissal from the volunteer program. It is strongly recommended that all volunteers have an up-to-date tetanus immunization, especially if working with our animals.

Personal Property: Animal Harbor is not responsible for the loss, theft, or damage of personal items. Volunteers are advised to not bring excessive amounts of cash or valuables with them while working on-site or at Animal Harbor events.

What You Get In Return

1. Licks, Love and Tail Wags
2. An opportunity to work in a growing and well-respected animal shelter that helps the community as well as the animals
3. Education about animals through direct volunteer work and a variety of educational opportunities.
4. Experience in a variety of volunteer opportunities, with the chance to explore other volunteer opportunities and the chance to develop new skills and polish up old ones.
5. Support and feedback from a professional staff
6. A chance to meet others who share your interests
7. The opportunity to help save and improve the lives of Franklin County animals.

Disease Control

When you are here at Animal Harbor, it is absolutely essential that you follow our rules for which pets to touch and which not to touch, and in which order to touch them in. Before interacting with any animal, please ask the staff which animals are safe to touch and handle. Animals can die because of people's mistakes.

Hand washing: You must wash your hands often, preferably between each animal that you pet (dogs) or room that you are in (cats). To properly wash hands, wet them with warm water, lather away from the water for 20 seconds (sing the ABC song), rinse well, including between your fingers. Keep hands down so run-off water does not contaminate your arms. Dry hands and wrists with a paper towel. The hand sanitizer gel is OK as long as you have not been handling sick animals.

Zoonotic Illness: A zoonotic illness is a contagious animal disease that can be transferred between animals and humans. Some examples include ringworm, giardia, and cat-scratch disease. Because of this, it is important that you wash your hands and change your clothes when you get home from the shelter. Also, avoid touching your hands to your eyes or mouth while interacting with the dogs and cats.

Don't Take It Home: If you have pets at home, you must be especially careful that you are not taking germs home on your body or clothing. Most of our pets are healthy, most of the time, but occasionally, we will have a disease outbreak. If this happens, our pets at home will be safe if we regularly shower and change clothes upon returning from the shelter.

Please be aware of and follow the guidelines stated above to insure the safety and health of you, your family and your pets.

Volunteer Tasks/Job List

Event Volunteers:

Yearly Fundraising Events-

Chili Supper, Golf "Fore" Paws, Bone Drop, Lee Gibson Band Benefit Concert, Winchester City Road Block, Fall Fund Drive

Yearly Virtual Fundraising Events-

The Big Payback, Clear the Shelters Fund Drive, Giving Tuesday

You may also have ample opportunities to participate in "pop up" events such as festivals, public outreach events, concerts, Fourth of July in Sewanee, parades, The Wriggle, First Fridays, etc.

Event volunteers will be scheduled by the Volunteer Coordinator, and they will communicate and collaborate with the Executive Director or Shelter Manager who will assign them tasks for event preparation and/or the day of the event.

These tasks include, but are not limited to: printing brochures, printing information packets, loading vehicles with tables and chairs, booth set up, selling tickets and Tshirts, running errands in preparation

for an event, interacting with and educating the public about our life- saving programs (adoption, transport, and foster) and volunteering opportunities

Shelter Volunteers

All the “in shelter” volunteers will be scheduled by the Volunteer Coordinator and will communicate and collaborate with the Shelter Manager and Kennel Technicians.

In shelter Jobs:

Cat Socializer

Must attend volunteer orientation

Spend quality time with each cat/kitten that can be safely socialized (Those out of medical quarantine)

“get to know” animals, coordinate with Wellness Coordinator to update kennel cards and dry erase boards with animal information

Dog Socializer

Must attend volunteer orientation with Dog Trainer on Saturday and any time required thereafter

Walks dogs with proper handling and leash techniques, engages in our Canine Enrichment Program (special training required), works alongside kennel technicians and takes direction from them and the shelter manager at all times

Kennel Technician Assistant

Must attend volunteer orientation

Wash and dry laundry, fold laundry, wash feeding bowls, clean cat storage benches, clean bathrooms, sweep/mop lobby and community areas, clean the kitchen/refrigerator and resource room

Grounds Maintenance Volunteer

Foster Program Coordinator

Adoption Coordinator Assistant

Cat Socialization Program Coordinator

Prepare for the day of the Coffee with Cats weekly event. Arrive one hour before the program starts to tidy up, prepare coffee, and set up cat rooms with enrichment materials.

Check in on cat socializers throughout the day. Be friendly, answer their questions, refill their coffee. Think of it as being a hostess.

Office Assistant

Must go through a minimum 2 week training with shelter manager or experienced office assistant volunteer

Process SNAP applications, answer phones, donation log entry, run errands, pet pantry entry, make copies for staff and all the shelter documents (located in the color coded folders behind the front desk), assist in intakes of owner surrenders, check shelter supply and food inventory, address envelopes, and anything else assigned to help the shelter operations run smoothly for the day