

# TABLE of CONTENTS

## OVERVIEW

Welcome .....	2
About APL .....	3
Persons of Interest .....	5
Hours of Operation .....	6
Holiday Closures .....	7
Annual Events .....	8
Volunteer Requirements, Age Restrictions .....	9
General Policies & Rules	
APL Buildings & Grounds .....	10
Dress Code .....	11
Logging Hours .....	11
Off-site Adoptions & Events.....	12
Transporting Animals .....	12
Animal Incidents .....	13
Disciplinary Action .....	13
Volunteer Opportunities / Job Descriptions	
Shelter Cleaning, Laundry, Office Help .....	14
Dog Walking .....	14
Clinic Laundry/Cleaning .....	15
Off-site Adoption Events .....	15
PetSmart Evening Cleaning .....	16
Donation Dog Program .....	16
Pet Therapy Program .....	16
Paws to Read Program .....	16
Humane Education .....	17
Vaccine Clinic .....	17
Clinic Surgery Transport .....	17
Public Relations .....	17
Volunteer Agreement & Liability Waiver .....	18
Frequently Asked Questions .....	21

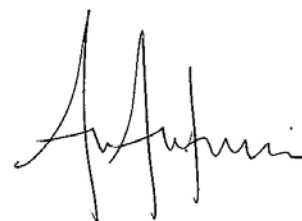
Dear New Volunteer,

Welcome to the Animal Protective League! We need you, and we are so glad to have you! By this point, you have made it through the first two steps toward volunteering with APL. You have completed the volunteer application and attended the general orientation. Depending on your skills and where you feel you would most like to dedicate your time, there may be other trainings to complete that are specific to certain areas of the shelter. Be sure to sign up for training sessions so you can get started as soon as possible!

In the last three years (2011–2013) APL Volunteers have put in an incredible 45,960 hours of service! Nearly 16,000 hours were completed last year alone for an average of 1,330 a month. As its Volunteer Program has grown, APL has been able to increase its Off-site Adoption and Fundraising Events, to improve its Foster Program, and to expand its Community Programs such as Pet Therapy, Humane Education, and Vaccine Clinics. It's obvious that we couldn't do any of what we do without volunteers, and the more compassionate, dedicated volunteers who come through our doors, the more homeless animals we can help!

You may be a cat lover or a dog lover (or both!). You may plan to work inside the shelter or clinic or out at adoption events and fundraisers. You may have a lot of time to give or only a little to help a few times a year. You may be experienced in areas involving building, painting, computers, photography, writing, baking, event planning, gardening, organizing, leadership, or customer service. Whatever your background or passions, we can use you!

Again, welcome to the team! Please email or call anytime to discuss any concerns or ask questions. You can also try to catch me in the office or schedule an appointment to meet with me in person. I appreciate your support and commitment to the animals of APL, and I look forward to working with you!



Angie Antonucci  
Volunteer Manager  
217-544-7387 x227  
volunteer@apl-shelter.org

# ABOUT APL

The Animal Protective League of Springfield and Sangamon County is a private, non-profit, 501(c)3 organization. We receive no tax-payer funding at the city, county, state, or federal level, and we are not affiliated with any other local or national organizations. We rely solely on charitable grants, fundraisers, and, most of all, donations from generous supporters to fund our annual budget.

## OUR MISSION

**The Animal Protective League is dedicated to caring for ill, injured and abused homeless animals and coordinating the adoption of those animals by responsible pet owners. It further is committed to ending companion animal overpopulation by offering high-quality, low-cost spay/neuter services.**

## A BRIEF HISTORY

The Animal Protective League (APL) was founded in 1952 and incorporated in 1956 by a group of citizens promoting humane treatment of animals. APL operated on a shoestring budget for two decades. With no organization office or shelter in those early years, volunteers took animals into their home, worked to re-home them, and also promoted the spaying of female cats and dogs.

A period of growth in the 1980s was highlighted by the establishment of the Spay-Neuter Assistance Program (SNAP) and regular pet adoptions at Fairhills Mall. In 1990 APL finally had a home of its own when ten APL members secured a \$50,000 loan to purchase property east of Springfield. By 1997 APL was on the move. A generous bequest from Irving Brendt made possible the purchase of APL's current six-acre property on Taintor Rd. The existing building was expanded and remodeled as a shelter, with room for at least 100 cats and a dozen dogs and space for isolation units, offices, a surgery, and storage.

# ABOUT APL

## (HISTORY, Continued)

By the year 2000 APL had begun working with Sangamon County Animal Control (SCAC) in efforts to reduce the number of homeless animals through spaying and neutering, with the ultimate goal of making Sangamon County a no-kill county. To reduce the number of free-roaming cats, APL began a program of low-cost spay/neuter for feral cats under the leadership of a Springfield private-practice veterinarian, Dr. Richard Speck, who later gave up his practice to join APL's spay/neuter clinic.

In March 2003 APL and SCAC launched an initiative to save cats and dogs at risk for euthanasia. Through the New Hope program SCAC was able to transfer those cats and dogs to APL along with others needing medical treatment for illness or injury. New Hope was expanded in 2009 to include other area animal-control facilities.

In April of 2006, with a \$20,000 grant from PetSmart Charities and some estate funding, APL opened its low-cost, high-quality, high-volume Spay/Neuter Clinic. The Clinic, modeled after Humane Alliance in Ashville, North Carolina, was only the tenth clinic of its kind in the United States at the time. In 2009 a second spay/neuter vet was added allowing the Clinic to alter around 13,000 cats and dogs each year!

While APL's Spay/Neuter Clinic concentrates on reducing the number of litters, APL's shelter cares for sick, injured, and abandoned cats and dogs. Animals entering the shelter are provided medical care, vaccinations, and a place to live—either in the shelter or in a foster home—while they await adoption by permanent families. APL intakes, treats, and adopts over 1,700 animals each year!

Volunteers have always been and will always remain essential to APL's operation. APL has only been able to accomplish so much and save so many lives throughout its 60+ years because of the hard work and commitment of thousands of dedicated volunteers!

# PERSONS of INTEREST

## **BOARD of DIRECTORS**

President Kevin Hyatt  
Diane Cape  
Betty Cedar  
Trish Gorda  
Sarah Howe  
Dave Keil  
Dr. Richard Speck  
Evelyn Taylor

**Board Meetings are open  
to the public and are held  
at Laurel United  
Methodist Church on the  
second Tuesday of each  
month at 5:30pm.**

## **ADMINISTRATIVE STAFF**

Executive Director .....	Deana Corbin
Volunteer Manager .....	Angie Antonucci
Shelter Manager .....	TBA
Shelter Veterinarian .....	Dr. Kathleen Ritzmann
Clinic Manager .....	Sarah Moore
Development Coordinator .....	Evelyn Taylor
Communications / Events .....	Debbie Bonner
Spay/Neuter Veterinarian .....	Dr. Richard Speck
Spay/Neuter Veterinarian .....	Dr. Andrea Reese

# HOURS of OPERATION

## **SHELTER BUILDING**

Office Hours	8:30am – 11am & 12 – 5pm daily
Public Viewing Hours	12 – 5pm daily

## **CLINIC BUILDING**

Surgery Pick-up/Check-in	7:30 – 8:30am weekdays
Friday Surgery Pick-up	4 – 4:30pm Fridays
Office Hours	9am – 4:30pm weekdays
Vaccine Clinic	Typically 3 <sup>rd</sup> Saturdays of each month from 10am – 1pm. Check website for updates.

## **SHELTER VOLUNTEER HOURS**

Morning Cleaning/Laundry	8:30am – 11am daily
Dog Walks	8:30 – 10am, 11:30am – 1pm, & 3:30 – 5pm daily
Cat Socialization	12 – 5pm daily
Office Help	Scheduled as needed.
Humane Ed Tours	Occasional evenings & Saturdays. Times vary.
Orientation/Training Help	Occasional evenings & weekends. Times vary.

## **CLINIC VOLUNTEER HOURS (all time must be scheduled)**

Surgery Transport	6 – 9am most weekdays
Laundry/Cleaning	9am – 3pm weekdays
Vaccine Clinic	9:30am – 2pm usually on 3 <sup>rd</sup> Saturdays

## **OFF-SITE VOLUNTEER HOURS (all time must be scheduled)**

Off-site Adoptions	10:30am – 4:30pm Saturdays 10:30am – 3:30pm Sundays
Pet Therapy	9:30 – 11:30am most weekdays
Paws to Read	Most weekdays. Times vary.

# **HOLIDAY CLOSURES**

The APL Shelter and Clinic will be closed to the public on the following legal holidays:

**New Year's Day  
Easter Sunday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day**

However, the animals must still receive care on holidays! Because we may be more short-staffed than usual on holidays, we may actually need extra volunteer help when the shelter is closed. We typically skip the mid-day dog walk on holidays, but volunteers will still be scheduled for morning cleaning/laundry and the 8:30am and 3:30pm dog walks.

**Occasionally the mid-day dog walk will start at noon instead of 11:30 when the staff has meetings or special lunches. In the event of these types of changes, an email alert will be sent to volunteers at least 24 hours in advance.**

# ANNUAL EVENTS

## JANUARY

## FEBRUARY

Have a Heart  
Campaign

National PetSmart  
Adoption  
Weekend

## MARCH

St. Patrick's Day  
Parade

## APRIL

Upscale  
Collectible Sale

Pet Expo

## MAY

National PetSmart  
Adoption  
Weekend

## JUNE

The Gables  
Market Days

## JULY

Christmas in July  
Carnival

Car Wash

## AUGUST

State Fair Parking

## SEPTEMBER

Bird Feeder  
Cleaning

National PetSmart  
Adoption  
Weekend

## OCTOBER

Feline Fanciers  
Cat Show

Chili Supper

## NOVEMBER

Paws with Claus

## DECEMBER

Tree of Lights

Volunteer  
Christmas Party



# VOLUNTEER REQUIREMENTS

## **All potential volunteers must meet the following requirements:**

- Be at least 16 years old OR, if under 16, volunteer under the direct supervision of a parent or legal guardian.
- Complete the Volunteer Application, including emergency contact info.
- Attend a New Volunteer Orientation (with a parent/guardian if under 18).
- Sign the “Volunteer Agreement and Liability Waiver”.
- Pay \$10 to receive handbook & t-shirt. (Additional blue volunteer t-shirts are \$8. Other APL logo t-shirts and sweatshirts are \$10-\$35.)
- Commit to at least 4 hours of service per month.

## **APL Volunteers must be...**

- ...at least 16 years old to volunteer without direct supervision of a parent/guardian. (All minors under 18 must have parent/guardian attend orientations and trainings and sign waivers.)
- ...at least 13 years old to help with morning cleaning.
- ...at least 13 years to hold the leash while walking dogs on APL property.
- ...at least 16 years old to hold the leash for dogs off-site.
- ...at least 18 to volunteer in the clinic building.
- ...at least 18 years old to transport animals.
- ...at least 18 years old to drive APL vehicles.
- ...at least 21 years old to handle money.

**APL accepts volunteers from all walks of life** and does not discriminate on the basis of age, race, sex, gender expression, sexual orientation, marital status, financial status, occupation, religion, political affiliation, or military status. We welcome volunteers with disabilities and agree to make reasonable accommodations when possible for anyone needing special assistance to volunteer with us. However, please keep in mind that safety is a top priority, and all volunteers must have the physical and cognitive abilities to follow all established protocols and complete work efficiently and safely. Therefore “reasonable accommodations” may include re-assigning volunteers to different tasks that may better suit their abilities.

Because the APL shelter building existed prior to our occupancy and was not designed for its current purpose as an animal shelter, most areas of the shelter are not wheelchair accessible including the indoor dog runs and upstairs cat rooms.

# POLICIES & RULES

## APL Buildings & Grounds

- **Volunteers may not enter the APL property outside of clinic and shelter operating hours** (see pg. 6). No persons are permitted to loiter in APL buildings or on the grounds. While signed in as a volunteer at APL, volunteers are expected to be in volunteer-authorized areas and completing volunteer tasks/duties at all times.
- **Shelter volunteers must enter the shelter building through the front office door**, which faces Taintor Road. However, this door may be locked from 11am-12pm while staff is on lunch. Volunteers arriving for the mid-day dog walk at 11:30 may enter through the door leading from the outside dog runs into the kennel, provided they walk to the front office to sign in before walking dogs. **No volunteers other than mid-day dog walkers should be arriving at the shelter during the staff lunch hour.**
- **Clinic volunteers must be scheduled for all clinic tasks** and must enter the clinic building through the customer entrance, which is the left door of the two doors facing the garage.
- **All volunteers are representatives of APL**, and as such are expected to maintain a positive, courteous, and professional attitude while on the APL property, especially when interacting with customers and the public. If approached by a customer while volunteering at APL, **please only answer questions to which you are 100% sure of the answer.** Otherwise, direct customers to the front office or a staff member. **Never answer questions about in-taking animals. If someone asks if APL can accept their animal, immediately direct them to front office staff or a manager.**
- **NEVER touch or handle non-APL animals** such as stray or owned animals brought to the shelter for potential intake, dogs of potential adopters at the shelter for meeting adoptable dogs, or animals brought to the clinic for surgery, as APL has no knowledge of the medical and behavioral history of such animals.
- **Volunteers are expected to help maintain a professional and welcoming environment by keeping the APL buildings and grounds looking and smelling clean.**
  - Dog Walkers must clean up after each dog as they are walked. All staff and volunteers **MUST** pick up all feces on the APL grounds including front and side grassy areas, the back field, inside the play yards, and especially in the parking lot and on sidewalks. Anyone authorized to walk/run dogs along Taintor Road or in the fairgrounds must also keep those areas clean. Please carry at least two plastic bags with you at all times. Bags are located under the volunteer counter, by the back kennel door, and outside the play yards. Extra bags are kept in the small storage shed for re-stocking.
  - Please clean up spills and other messes as they occur, or ask APL staff for help as needed. Check with APL staff if you need supplies, and alert staff if an area needs attention.

## Dress Code

- **APL requires all employees and volunteers to present themselves in a professional manner with regard to attire, personal hygiene, and appearance.** While volunteers should dress casually and comfortably, they must also look professional and approachable.
- Keep in mind that volunteering with animals can be messy work! Bleach and other chemicals that may leave stains on clothing are used for laundry and cleaning. Interactions with animals may involve dirt, blood, vomit, urine, feces, and slobber! **Especially when walking dogs and cleaning, volunteers should wear clothes and shoes that can get dirty.** APL is not responsible for damage to clothing, shoes, or other personal items.
- **Volunteers must wear closed-toed shoes with good traction** while working in the shelter or clinic and while walking dogs. Volunteers are also required to wear closed-toed shoes while at PetSmart during adoption events, as per PetSmart's dress code.
- While volunteering in the shelter or clinic, for Community Programs, or while volunteering as a Donation Dog Handler, **the blue volunteer t-shirt or another shirt with the APL logo is preferred. If not wearing an APL logo shirt, volunteers are required to wear a volunteer badge.** Badges on clips are located in the basket by the hour log. Badges on lanyards are hanging to the right of the volunteer bulletin board.
- **At off-site adoption and fundraising events, all adult volunteers aged 16+ are REQUIRED to wear their blue volunteer t-shirt.** This greatly increases our visibility to customers!
- It is advised that you wear long pants, preferably jeans, while volunteering to protect your skin from cleaning chemicals and accidental scratches. However if you choose to wear shorts they should be no shorter than mid-thigh.

## Logging Hours

- **All shelter and clinic volunteers must “sign in” upon arrival at APL and “sign out” before leaving.** The shelter hour log is located on the table across from the volunteer bulletin board. The clinic hour log is in the clinic hallway across from the Executive Director's office. Signing in and out ensures that all volunteer hours are tracked as well as alerts APL staff as to which volunteers are in the buildings at closing time or in the event of an emergency.
- Volunteers coming to the shelter to pick up and drop off animals for Community Programs such as Pet Therapy, Paws to Read, and Humane Education should also sign in and out.
- For larger fundraisers such as the Upscale Sale, Chili Supper, and State Fair Parking, a binder will be available at the event for volunteers to log their time.
- For off-site adoption events, for which volunteers should be scheduled, volunteers should simply check in and out with the Lead Volunteer who will alert the Volunteer Manager if any volunteers worked different hours than what were scheduled. **DO NOT sign in/out at the shelter when picking up and returning animals for off-site adoptions,** as those hours would then be double-logged.
- For other miscellaneous volunteering such as distributing flyers and APL literature, taking Donation Dogs to various venues, or at-home projects, the hours should be logged either in the shelter hour log at your convenience or via an email to the Volunteer Manager.

## **Off-site Adoptions, Events, and Programs**

- The majority of volunteer service hours are completed AWAY from the APL shelter and clinic! Off-site Adoptions occur on a weekly basis. Ten to thirty volunteers are needed each weekend for regular off-site adoptions. Fundraisers and other special events typically occur once or twice monthly and may need an additional 10-20 volunteers. Very large fundraising events such as APL's Upscale Collectible Sale in April, State Fair Parking in August, and the October Chili Supper may require 50 up to 150 volunteers!
- Community Programs are programs by which APL offers a service or gives back to the community in some way. They include Pet Therapy, "Paws to Read", and Humane Education. (See page 16 for more detailed descriptions.) Twenty to thirty volunteers are needed on a monthly basis to help with these programs. (APL's monthly Vaccine Clinic and the Dog/Cat Food Bank are also Community Programs!)
- All volunteers are representatives of APL, and as such are expected to maintain a positive, courteous, and professional attitude while volunteering with APL at off-site locations, especially when interacting with customers and the public. Again, if approached by a potential adopter or member of the public, please only answer questions to which you are 100% sure of the answer. Otherwise, direct customers to contact APL.
- **Volunteers are expected to follow all guidelines and detailed protocols as outlined in the Standard Operating Procedures (SOP) pertaining to each specific type of event or program.** Volunteers will receive relevant SOPs upon completion of necessary training/information sessions.

## **Transporting Shelter Animals**

- **Volunteers must be at least 18 with a valid driver's license and car insurance to transport APL animals to and from the shelter.**
- Volunteers using their own vehicles **must have and use Air Conditioning** when transporting on days when the temperature exceeds 80 degrees.
- For dogs, if the temperature is appropriate for the use of open windows, **make sure the windows are not down low enough for the dog to fit more than its head through the opening.**
- For cats, it is preferable not to drive with windows all the way down at any time, as a lot of wind could cause extra stress during transport.
- Cats must be transported in sturdy plastic carriers and placed in passenger areas of the vehicle. **DO NOT open cat carriers at any time during transport.**
- Dogs may be transported in crates, however since no more than one dog should be transported per car, it is perfectly acceptable for dogs to ride outside of a crate. Most dogs react better to riding outside of a crate, and also many dog crates are too large for regular vehicles. Therefore, **dogs should be leashed, and the leash should have a knot which can be placed outside a back door of the vehicle to prevent the dogs from moving to the front of the vehicle and causing potential driving hazards.** Blankets are available if volunteers would like to cover their car seats before transporting dogs.
- **Animals may NOT be transported in an open convertible or jeep, in an enclosed trunk, or in the bed of a pick-up truck.**

## **Transporting Shelter Animals (continued)**

- Please make any stops (i.e. getting gas, buying a drink, etc.) BEFORE arriving at the shelter. **Transport animals directly to the off-site location. DO NOT make stops with animals in the car, and NEVER leave APL animals unattended in a vehicle, no matter what the weather is like!**
- In the event of an accident, break-down, or other emergency while transporting APL animals, contact the Volunteer Manager immediately so a staff member can be sent to retrieve the animals.

## **Animal Incidents**

- **Any incident involving a shelter animal, whether or not the incident results in an injury, MUST BE REPORTED to shelter staff as soon as possible.**
- Potential “incidents” include but are not limited to:
  - Animal scratches and bites
  - An animal growling at or attempting to bite a person or other animal
  - An animal escaping from a leash/cage/vehicle, etc.
  - An injury to any person or other animal caused by a shelter animal
  - An injury to a shelter animal
  - An animal becoming ill or expressing any unusual physical symptoms
  - Any unusual behavior
- At off-site locations, any animal that appears ill, overheated, frightened, or overly stressed or one that displays any sign of aggressive behavior including but not limited to growling, snapping, or biting must be returned to the shelter immediately.

## **Disciplinary Action**

- APL reserves the right to enforce all policies written and expressed, whether included in this handbook, included in any written Standard Operating Procedures, posted in shelter areas, or verbally relayed to volunteers.
- Volunteers who are in violation of any APL rules or policies, especially policies relating to the care of shelter animals and the safety of both animals and people, may be subject to disciplinary action as follows:
  - 1<sup>st</sup> offense: Verbal reminder of rule or policy.
  - 2<sup>nd</sup> offense: Verbal warning.
  - 3<sup>rd</sup> offense: Written warning.
  - 4<sup>th</sup> offense: Temporary suspension of volunteer service.
  - 5<sup>th</sup> offense: Termination of volunteer service.
- However, certain offenses may result in immediate termination. These offenses include but are not limited to:
  - Theft of APL property or monies.
  - Damage of APL property, whether by intention or negligence.
  - Harming an animal or other person, whether by intention or negligence.
  - Criminal activity of any kind on APL property or at an APL event.

# **JOB DESCRIPTIONS**

## **SHELTER CAT ROOMS / OFFICE CLEANING**

Morning Cat Room & Front Office cleaning includes Cat Nook, Kitty Korner, all upstairs available cat rooms, and the cat cages kept in the shelter front lobby. At least four volunteers are needed in these areas every day. Tasks may include scooping/changing litter pans, feeding, sanitizing cages, laundry, sweeping, and mopping. In addition, office cleaning includes watering front porch plants, wiping down counters, and cleaning the bathroom. Cleaning volunteers must be mobile and able to bend frequently. Volunteers must be at least 16 years old to help with cleaning without a parent/guardian present, and volunteers aged 13-and-up may help with a parent/guardian. No children under 13 may help with shelter cleaning.

## **SHELTER LAUNDRY/DISHES**

APL goes through upwards of 12-15 loads of towels, sheets, blankets, and rags each day! Keeping up with the laundry is a never-ending job. Volunteers are needed throughout the day every day to load the washer and dryer and fold and sort laundry along with other miscellaneous light cleaning tasks such as washing food bowls and litter pans. (No children under 16 are allowed in the shelter laundry room.)

## **DOG WALKING**

APL shelter dogs are walked three times a day at 8:30am, 11:30am, and 3:30pm. To walk dogs, volunteers must complete a "Basic Dog Handler Training" with kennel staff. These training sessions are typically offered once or twice weekly and are announced via email. Dogs may be walked anywhere on the APL grounds including the front and side grassy areas and the back field behind the garage. There are two fenced play yards in the back where dogs can run and play off-leash. Plastic bags for poop clean-up are located under the volunteer counter, in the kennel, and by the play yards. Dog Walkers are required to clean up after the dogs immediately following each walk. All Dog Handlers must follow protocols as outlined in the Dog Handler SOP at all times. When everyone follows the rules, incidents are very rare! However, in the event of an incident such as a scratch or bite (even accidental or during play) volunteers are required to report the incident to staff immediately. Dog Handlers must be at least 16 to walk dogs without a parent/guardian present. Children must be at least 13 years old to hold the leash when walking dogs with a parent. Children under 13 may walk alongside a parent, and may play with child-friendly dogs in the play yards, but they may not hold the leash.

## **SHELTER OFFICE HELP**

Volunteers helping in the Volunteer Manager and Front Office Staff with office tasks should be familiar with computers and Microsoft Office programs such as Outlook, Word, and Excel. Office help may include data entry, alphabetizing, filing, and stapling. Office Volunteers should be comfortable greeting customers and answering and/or returning phone calls. Office help should be scheduled so staff can have work prepared for volunteers. While children and teens may be able to help with some easy office tasks such as stapling or and stuffing envelopes, no children under 16 should be behind the office counter.

## **MORNING/AFTERNOON KENNEL CLEANING**

One or two volunteers are needed to help with kennel cleaning each morning from 8:30-10am and again in the afternoon from about 4-5pm. Cleaning volunteers must be mobile and able to bend frequently. Volunteers must be at least 16 years old to help with cleaning without a parent/guardian present, and volunteers aged 13-and-up may help with a parent/guardian. No children under 13 may help with shelter cleaning.

## **CLINIC LAUNDRY/CLEANING**

Clinic volunteers are responsible for doing laundry, making surgical packs, scrubbing surgical instruments, and helping in other areas when needed. Animal handling is minimal and is not required. Volunteers must be comfortable working in a surgical setting and with handling soiled laundry. Clinic volunteers must be scheduled. The clinic has two volunteer shifts per day, one morning and one afternoon. Each volunteer should commit to one two to three hour shift once per week or once every other week. Shifts run between 9am and noon and between noon and 3pm on weekdays. No volunteers under 18 are allowed in the clinic building.

## **OFF-SITE CAT ADOPTIONS**

Volunteers who help with off-site cat adoptions may be scheduled for all or part of the shift. Those scheduled for transport should arrive at APL at least 30 minutes prior to event start to pick up cats and charts. Throughout the event volunteers will handle cats, maintain cleanliness of cat enclosures, and assist in customer service with visitors and potential adopters. At the close of the event, volunteers may be needed to help with clean up. Each event typically requires 4-6 volunteers including at least one Lead Volunteer.

## **OFF-SITE DOG ADOPTIONS**

Volunteers who help with off-site dog adoptions must have been through dog handler training at the shelter and must have received and read a copy of the "Off-site Dog Adoption Standard Operating Procedures". Foster parents may bring their own foster dogs to the event. Handlers who plan to take dogs from the shelter are expected to arrive at the shelter at least 30 minutes prior to event start to pick up their dogs from the kennel and transport them to the event location (unless prior arrangements for transport have been made with the Volunteer Manager). The dog-to-handler assignments will be posted at the front desk the morning of each event. Volunteers are to check in with the front desk to receive their dogs' profiles, and then kennel staff can help volunteers load their dogs. Throughout the event volunteers will maintain control of their assigned dogs at all times, and assist in customer service with visitors and potential adopters. At the close of the event, handlers with shelter dogs will transport the dogs back to the shelter. Each shift typically requires one Lead Volunteer and 4-6 foster parents or handlers with dogs.

## **DONATION DOG PROGRAM**

Donation Dog Handlers take dogs to various venues and events to raise money for APL. These volunteers typically take their own dogs wearing a "donation vest" to collect cash donations, but they may also be Dog Handlers with shelter dogs. Volunteers must complete a brief training to participate in the Donation Dog Program, and owned dogs must be assessed and approved by a Manager or Kennel Staff prior to being scheduled.

## **PETSMART EVENING CLEANING**

It typically takes about 45 minutes to clean Cat Adoption Center at PetSmart. Cleaners are expected to arrive at PS between 6:30 and 8:00pm. Cleaning must be completed by the time the store closes at 9pm. PS cleaners are responsible for cleaning the glassed cat enclosure on the right wall of the store and replacing food, water, and litter in each cage. It is also helpful if cleaners call/text the Volunteer Manager before going to PS to check if any supplies need to be transported from the shelter. Cleaners should call the VM if any supplies are running low at PS. Cleaners are also to call the VM immediately if any of the cats/kittens in the enclosure seem stressed, injured, or ill (i.e. lethargic, nasal/ocular discharge, sneezing, vomit, diarrhea) or if there have been any issues with aggression, scratching, or biting. Cleaners are needed only on weekdays, two to three weeks out of each month. Most cleaning volunteers take a regular weekly shift. The schedule is updated monthly.

## **PET THERAPY**

Pet Therapy is a Community Program wherein volunteers take animals to long-term care facilities. Volunteers working in the PT Program must have attended a Community Programs training session. Furthermore, volunteers who plan to take a shelter dog for PT must have been through dog handler training at the shelter. PT Volunteers may be foster parents who plan to take their own approved foster animals to the facility. PT Volunteers planning to take shelter animals are expected to arrive at the shelter at least 30 minutes prior to session start, sign into the volunteer hour log binder, and pick up their dogs or cats to transport them to the location. Once at the facility PT Volunteers must follow the facility's protocols for checking in at the main office, signing in and out, and wearing visitor/guest identification. After the PT session is complete volunteers will transport their animals back to the shelter and sign out of the volunteer hour log binder. Typically 2-4 volunteers are scheduled for each visit. Many PT volunteers sign up to take a regular bi-monthly or monthly visit.

## **PAWS TO READ**

"Paws to Read" is a Community Program wherein volunteers take dogs to school classrooms for the kids to read to the dogs. Volunteers working in the PTR Program must have attended a Community Programs training session and completed a background check with Springfield Public Schools. Furthermore, volunteers who plan to take a shelter dog for PTR must have been through dog handler training at the shelter. PTR Volunteers may be foster parents who plan to take their own approved foster dog to school. PTR Volunteers planning to take shelter animals are expected to arrive at the shelter at least 30 minutes prior to session start sign into the volunteer hour log binder and to pick up their dogs or cats and transport them to the school location. Once at the school PTR Volunteers must follow the schools policies for checking in at the main office, signing in and out, and wearing visitor/guest identification. After the PTR session is complete volunteers will transport their animals back to the shelter and sign out of the volunteer hour log binder. Typically one volunteer is needed for each session. Many volunteers sign up to take a regular weekly session.

## **HUMANE EDUCATION**

Humane Education Volunteers may give presentations to children in school classrooms or lead tours and activities for groups of children at the APL shelter. Volunteers must be at least 18 years old to help with Humane Ed without a parent/guardian present, but children of any age can help out with a parent. Humane Ed volunteers must complete a training workshop and an observation prior to being scheduled for an off-site visit or shelter tour.



## **VACCINE CLINIC**

The vaccine clinic operates once per month from the spay/neuter clinic. The clinic runs from 10am to 1pm. Volunteers should arrive at 9:40am. Generally, shifts end at 1pm, but they can be split into two shifts if needed. Volunteers work in one of three areas: reception, laundry, and exam room. All positions work closely with vaccine clinic staff. Volunteers working in reception assist clients, fill out admission forms and rabies certificates, and answer questions. Exam room attendants are responsible for cleaning the scale and exam table between patients, cleaning up messes, and assisting the vet and staff as needed. The laundry volunteer operates the industrial-sized washer and dryer, handles soiled laundry, and folds laundry. All volunteers should be comfortable interacting with the public. Minimal animal handling may be required. Vaccine Clinic Volunteers must be trained and approved prior to being scheduled.

## **CLINIC SURGERY TRANSPORT**

The clinic transport volunteer is responsible for picking up and returning animals to the spay/neuter clinic, securing animals into the vehicle, and interacting with shelter partners and clients. Volunteers must be at least 18 years of age, possess a valid driver's license, and have a clean driving record. Volunteer transport drivers are used on an as-needed basis, usually several times per month. All shifts last for approximately 4 hours, but may be shorter or longer depending on distance traveled. The clinic transports between 20 and 50 animals and from the clinic on a daily basis. Shifts generally begin at 6 or 7am. On return trips, animals are loaded from the clinic onto the truck, secured for transport, and returned to their home county. Once at the facility, animals should be released only to the partnering organization, who will return animals to their owners. On pick up trips, the partnering organization will check in clients and give animals to the driver to secure in the truck. Volunteer drivers are responsible for securing crates, ensuring only safe crates come on transport, looking for signs of illness in animals as they are loaded on the vehicle and rejecting any unsuitable for surgery, interacting with the transport representatives and the public, reporting any vehicle problems to management, and cleaning soiled vehicles after transport.

## **PUBLIC RELATIONS**

APL utilizes a variety of media outlets to promote adoptable animals, off-site adoptions, and fundraising events and to recruit volunteers. Volunteers are needed to manage information tables/booths at Volunteer Fairs and events, to talk about upcoming events and adoptions specials on TV and radio, and for public speaking engagements. Volunteers should typically be at least 18 years old for most PR work and/or possess extensive knowledge of APL's mission and operations.

# VOLUNTEER AGREEMENT & RELEASE of LIABILITY

## I. INTRODUCTION / GENERAL REQUIREMENTS

**(a) Purpose of Volunteer Policies:** The policies and provisions set forth in this agreement are written to guide volunteers of the Animal Protective League of Springfield and Sangamon County (APL). APL reserves the right to revise the Volunteer Agreement at its discretion. Any and all changes will be made by the Volunteer Manager or another Manager and approved by the Executive Director and the Board of Directors. Revisions to the Volunteer Agreement will be posted at APL for volunteers to view and will be posted on the APL website.

**(b) Requirements, age restrictions, and training:** To serve as an APL Volunteer, I understand that I must either be at least 18 years of age or be at least 16 years of age with the consent of a parent or legal guardian. I understand that if I am under the age of 16, I must be accompanied by a parent or legal guardian at all times while on the APL premises or at APL functions or events. Volunteers aged 16 or older must complete the Adult Volunteer Application and/or the Application for Required Community Service Hours, and they must sign this Volunteer Agreement and Release of Liability. Volunteers must attend a "New Volunteer Orientation" and they may be asked to complete further training before handling animals or helping with APL programs. I understand that if I do not actively volunteer with APL for extended periods of time, I may be required to complete orientation and/or trainings additional times. All volunteers under the age of 18 must have a parent or legal guardian present at all orientations and training sessions. I understand I must be at least 18 years old to transport animals to or from APL. Volunteers are not employees of APL. Volunteers perform activities and services that are charitable in nature, and I understand I will not be compensated financially or otherwise for participating in activities or for providing services.

**(c) Supervision of minors:** I understand that all minors under the age of 16 must be accompanied by their own parent or legal guardian, unless parental consent has been given and a parental consent form has been completed and signed for an authorized adult relative or other adult individual to supervise a minor on the APL property or at APL events and functions. All minors under the age of 16 must be under the constant supervision of their accompanying authorized guardian at all times. Parents or legal guardians accept all responsibility and liability for their children under the age of 18 during their time of volunteer service.

**(d) Required Community Service Program (RCS):** Volunteers requiring hours for government benefits through the Department of Health Services or the Department of Child and Family Services (i.e. "public aid") and volunteers requiring court-appointed community service hours must meet with the Volunteer Coordinator before beginning volunteer service with APL. APL makes no guarantee of acceptance into the RCS Program, nor does APL make any guarantee that volunteers will achieve any minimum number of hours by any specific deadline. Once accepted into the program, RCS Volunteers must attend a "New Volunteer Orientation", complete all additional required training, sign all required agreements and waivers, and comply with all APL policies and procedures.

## II. VOLUNTEER COMMITMENT & GUIDELINES

**(e) Professionalism:** APL asks of its volunteers a commitment of quality and professionalism at all times. Dealing with difficult people can be trying, but it is important that all volunteers maintain a polite and professional attitude whenever they are representing APL. If the other person becomes loud, abrasive or confrontational, APL volunteers are not to engage but step away and suggest the person contact an APL Manager. Volunteers should notify the Volunteer Manager of any situation of this manner as soon as possible. All correspondence, either by phone or email, regarding the APL will be in a polite and professional manner.

**(f) Personal opinions and organizational policy:** Volunteers may not represent any of their own personal opinions in such a way that these opinions may be interpreted as the policy of APL. This includes email, phone, or mail communications. Any questions about APL policy about which a volunteer is uncertain should be directed to APL Management or appropriate staff. Volunteers must always direct questions from the media to the Executive Director or another member of APL Management.

**(g) Public comments:** Volunteers who wish to write a “letter to the editor” of any media source or an article on behalf of APL must contact APL’s Executive Director and supply the text proposed; approval is subject to the determination of the APL Board. Public statements that are critical of other organizations or individuals are always prohibited.

**(h) Commitments:** Volunteers may never promise that APL will participate in an event or function, promote events for other groups or individuals, provide help or resources, accept animals, or offer veterinary care. I understand that unless I have been authorized to make a specific decision, I may not make any commitments for APL, including offers of assistance. Please direct requests or inquires of this manner, whether from the public or from other organizations, to APL Management staff.

**(i) Volunteer Hours:** Volunteers are required to sign in and out for the time they are volunteering. Hour log binders are located in both the shelter and clinic buildings. RCS Volunteers are required to log their hours in the “Required Hours” binder in addition to the regular hour log binder. Hours accrued during off-site adoption and fundraising events, or for other off-site programs and assistance will be tracked by the Volunteer Manager via weekly or monthly schedules. Volunteers who complete off-site hours that were not previously scheduled should contact the Volunteer Manager with their hour totals weekly. Weekly, monthly, and annual hour totals are used to recognize volunteer contributions, to demonstrate community support, and in grant reports.

**(j) Reliability:** Volunteers are relied upon for thousands of hours of service each year. I understand that once I have made a commitment to offer my time or service to APL during a scheduled volunteer shift, I am expected to either fulfill this commitment, or if I cannot do so, I must contact the Volunteer Manager as soon as possible to cancel my commitment so another volunteer can be found to take my place.

**(k) Respect for APL and Others:** APL Volunteers and staff come from all walks of life, and the diversity and knowledge base of volunteers, staff, and supporters is vast. Volunteers assist APL for various reasons, but nearly everyone affiliated with APL has the same goal: to help animals. I understand that I am expected to respect fellow volunteers and APL staff and welcome their thoughts and input. Negativity will not be tolerated in any capacity, including but not limited to complaining about others or about APL policy around others, gossiping, “bad-mouthing” individuals, other groups or organizations, or venues affiliated with APL events and functions, or any form of disrespectful or unfriendly behavior. I understand that if I display or participate in any of the aforementioned behaviors, especially in view or earshot of members of the public or media, I will face immediate disciplinary action.

**(l) Confidentiality:** Information regarding APL, its donors, adopters, employees or board members is to be kept confidential. This includes contact and financial information. I understand I am never to give the personal cell or home numbers of other volunteers, APL staff, or especially APL Managers or Veterinarians to members of the public.

**(m) Animal Care:** I understand that I am responsible for the animals in my care at all times, whether while on the APL property or at off-site locations. Volunteers must report any incidents with the animal related to unusual behavior or physical symptoms to the Kennel or Cattery Staff, Volunteer Manager, Shelter Manager, or Shelter Vet immediately. Volunteers must never strike an animal, or handle or treat an animal in such a way that it would be construed as rough or abusive. I understand that all volunteers are expected to report any observations of mishandling by others to APL Staff immediately.

**(n) Incident and Exposure Reports:** I understand that I must report to the Volunteer Manager or another member of management any incidents involving an animal related to scratches or bites whether or not the incident involves another animal, a volunteer, or any other person and whether or not the incident causes a break to the skin. I must report any injuries I receive (whether animal-related or not) while on the APL property or while volunteering at an APL-related event or function and complete an “Incident Report”. I must also complete an “Exposure Report” for the Health Department for any animal scratch or bite that has caused a break to the skin.

**(o) Liability:** I recognize that working with animals in a shelter environment may place me and any accompanying minors at risk. I understand that because I may handle animals, it is important to talk with my physician about being vaccinated against tetanus. I release APL from all responsibility whether I pursue the vaccination for myself and accompanying minors or not, and I understand that whatever decision I make is at my own risk. I understand that I am fully liable for all medical costs for any injuries received during my time volunteering for APL, whether these injuries are animal-related or not, and whether the incident occurs on or off of APL property. By signing this agreement, I hereby release, discharge, indemnify, and hold harmless the Animal Protective League and its agents from any and all claims, causes of action, or damages in regards to illness or injuries I or accompanying minors may incur in connection with my volunteer services for APL.

### III. TERMINATION OF VOLUNTEER RELATIONSHIP

**(p) Resignation:** As an unpaid volunteer of the Animal Protective League, I understand that I freely choose to give my time in service to this organization. I am under no obligation to continue this service indefinitely, and I am free to resign this service at any time. During my time of service I am a representative of APL. If at any time I am unable or unwilling to adequately represent APL, or if any time I disagree with the organizations mission, policies, or procedures and feel I cannot comply with this agreement, I understand I am expected to resign my volunteer services immediately.

**(q) Termination:** APL reserves the right to terminate volunteers at any time.

### IV. AGREEMENTS & RELEASE OF LIABILITY

**(r) Photo Release Agreement:** I grant to APL, its representatives, volunteers, and employees the right to take photographs of me and my property in connection with my volunteer service. I authorize APL, its assigns, and transferees to copyright, use, and publish photos in print and/or electronically. I agree that APL may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

**(s) Release of Liability and Indemnification:** I recognize that in handling animals and performing other volunteer tasks, there exists a risk of injury, including but not limited to personal physical harm caused by animals, to myself and others. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify, and hold harmless APL, its agents, servants, and employees from any and all claims, causes of actions, or demands of any nature or cause connected with or arising in conjunction with my volunteer services. Without limitation, such includes medical costs, attorney's fees, court costs, and other costs incurred by APL in connection with or arising in conjunction with my volunteer services based on damages or injuries that may be incurred or sustained by me, or accompanying minors, or any other person or animal in any way. Such damages and injuries include, but are not limited to, personal injury, death, and/or property damage.

**(t) Volunteer Agreement:** By signing this form, I acknowledge that I have read and fully understand the terms and conditions of all three pages of this Volunteer Agreement. I hereby agree to accept a position as a volunteer worker for the Animal Protective League of Springfield and Sangamon County, and, in doing so, I agree to comply with the policies and procedures as listed in this entire agreement and in the hand-outs mentioned herein. I agree to comply with future policies and procedures in future agreements, standard operating procedures, hand-outs, forms, guidelines, and handbooks as they may be changed or added to by APL Management or the APL Board of Directors. I understand that any breach of this agreement may result in disciplinary action by APL Management including but not limited to verbal warnings, written warnings, additional training requirements, suspension of volunteer service, and termination of volunteer service.

# FAQs

## **What's next after orientation? When can I start volunteering?**

After orientation, your email address will be added to APL's "Active Volunteer List", and you should start receiving emails about upcoming trainings and opportunities to help. You can start right away for many activities like morning cleaning, transporting cats to off-site adoptions, or helping with fundraisers. However, some things will require further training such as walking dogs, helping during off-site adoptions, or working in the clinic. Watch your email for upcoming training dates!

## **What if I don't have an email address?**

No problem! While we do have to use email to communicate with our volunteers as a group, you are not required to have an email address. However, if you do not use email, you will need to be more proactive in communicating with us to stay in the loop! Just call the Volunteer Manager or stop by the office to check in about trainings and opportunities. (If you would like to set up an email account, there are many free options available such as gmail.com or yahoo.com.)

## **Do I need to schedule my time, or can I just show up to help out?**

We can always use extra help for shelter morning cleaning and walking dogs, so once you've completed necessary training, you may show up during the appropriate times to help with those things! However, it is helpful to know how many volunteers we will have to help, so if you know ahead of time that you're planning to come to the shelter, please contact the Volunteer Manager to be added to the schedule! For most other shelter and clinic activities and for ALL off-site programs, adoptions, and events, volunteers must be scheduled. Reply to any recruiting email to sign up for shifts, or speak with the Volunteer Manager directly.

## **When can I walk dogs?**

The dog walks begin at 8:30am, 11:30am, and 3:30pm every day. Dog walkers should arrive within the first half hour of each walk. Please do not arrive early. It takes approximately an hour to 90 minutes to walk all the dogs, depending on how many volunteers are here to help!

## **Can I bring my kids with me when volunteering?**

Sure! Kids of any age can volunteer under the direct supervision of their own parent or legal guardian, however there are restrictions on the types of things younger kids can do. See VOLUNTEER REQUIREMENTS on Page 9 for information on age restrictions.

## **Can I bring someone else's kids with me when volunteering?**

As long as you are at least 18 years old and each child's parent signs the "Volunteer Agreement & Release of Liability" and the "Parental Consent Form" designating you as the authorized adult caregiver, you may bring children who aren't your own with you to volunteer!