



Volunteer Handbook

**Lake City-Columbia County Humane  
Society**

**Volunteer Handbook**

## **Main Campus:**

1392 NW Shelter Gln.  
Lake City, FL 32055

## **Thrift Store:**

1330 SW Main Blvd.  
Lake City, FL 32025

## **Table of Contents**

<b>Welcome letter</b>	<b>3</b>
<b>LCCCCHS Mission, Vision</b>	<b>4</b>
<b>LCCCCHS Policies</b>	<b>5</b>
<b>Volunteer Discipline Actions and Grievances</b>	<b>6</b>
<b>Hours of Operation and Contact Info</b>	<b>7-8</b>
<b>Volunteer Procedures</b>	<b>9</b>
<b>Animal handling/ workplace violence</b>	<b>10</b>
<b>Volunteer Agreement</b>	<b>11</b>
<b>Volunteer Code of Ethics</b>	<b>12</b>
<b>Volunteer Safety Policies</b>	<b>13</b>
<b>Accident/Incident Form</b>	<b>13</b>
<b>Volunteer Job Descriptions</b>	<b>14-18</b>

## **Welcome Volunteers,**

Thank you for volunteering your time and talents with the Lake City Humane Society. Volunteers are an essential part of the day to day operation of the shelter, and one of the most important parts is the continued wellbeing of the animals in our care. Volunteering at an animal shelter is not an easy task but is extremely rewarding.

Your love of animals led you to volunteer and it is our hope that this love will develop into a commitment to help us grow our center into the leading facility in North Florida. Keep in mind it is through your skills and commitment that we can make a difference in the lives of these animals and in our community.

We are about to embark on a great adventure for our community. We have added new staff and are building a new building. The leadership we have is motivated and vision driven. We have a bright future, and we are excited to see so many new volunteers join our team.

In addition, volunteering is a privilege. We reserve the right to refuse any applicant that may not be a suitable fit.

We look forward to working with you and please let us know if we can help you during your journey as a volunteer.

Sincerely,  
Deanna Law  
Volunteer Coordinator  
Lake City Humane Society

# **Lake City-Columbia County Humane Society Shelter**

## **Mission/Vision**

### **Our Mission:**

Assist the at-risk companion animals in Columbia County through Sheltering, adoption, sterilization and community outreach and education. We do this by:

1. Acting as an advocate on behalf of animals in crisis and as an enforcer of their rights and protection.
2. Reducing the number of unwanted animals through an aggressive spay/neuter program.
3. Providing for the well-being of companion animals in need while adhering to a no-kill philosophy and to find each a lifelong, loving home.
4. Offering affordable wellness services and resources to pets and owners in need, targeting underserved communities to support whole-life care.
5. Promoting the animal-human bond through outreach and education.

### **Our Vision:**

To become the leading animal advocate in Florida creating a community in which all animals are free from abuse, hunger, fear, loneliness and to eliminate the need to euthanize dogs and cats as a means of population control.

To become Columbia County's primary facility for pet adoption, to be considered a reliable, credible resource to address any animal issue and through education and best practices to end animal suffering, homelessness, and needless euthanasia.

## **Lake City- Columbia County Humane Society Policies**

### **Harassment Policy:**

It is illegal to harass another because of their sex, age, race, color, national origin, religion, marital or veteran status, citizenship, disability, and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups and other verbal, physical and visual behavior including sexual harassment.

Sexual harassment is a form of misconduct which undermines the integrity of the volunteer.

No volunteer should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

### **Procedure:**

Volunteers must report any form of harassment to the volunteer coordinator.

Volunteer coordinator and Executive Director will investigate the alleged harassment.

Volunteers found to have committed any type of harassment may be subject to termination.

### **Smoking Policy:**

LCCCHS is dedicated to maintaining the healthiest and safest possible environment for all its animals. Smoking is only permitted in outside designated areas. Any volunteer observed smoking in unauthorized areas may be subject to termination.

### **Alcohol and Drug Policy:**

LCCCHS is A Drug Free Workplace. Alcohol and Drug abuse will not be tolerated on LCCCHS premises or outside events. If a volunteer is taking a prescribed medication, this must be documented and given to the volunteer coordinator PRIOR to volunteering. Some medications may make it unsafe to be around animals due to reaction time. Volunteers observed under the influence, using, selling, or transferring are subject to termination.

## **Volunteer Disciplinary Actions and Grievances:**

Our goal is to make sure all our volunteers have a wonderful, rewarding experience with the Lake City Humane Society, while providing the best care possible to the animals. Because of that, our volunteer programs offer performance feedback.

Performance feedback sessions give the Volunteer coordinator a chance to meet with volunteers one- on-one to review the position description, discuss what is going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in LCCCHS's interests, it may be necessary to end the volunteer relationship.

When the relationship between LCCCHS and a volunteer is terminated, all LCCCHS property must be returned to the volunteer coordinator immediately. All volunteer benefits will terminate as of that date.

## **Causes for release from volunteer service:**

- Breaking of confidentiality
- Failure to adhere to policies and or procedures
- Failure to report volunteer hours
- Inactivity
- Drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive "no-show" for volunteer shifts
- Failure to fulfill the duties of the volunteer position

## **Hours of Operation and Contact Numbers**

### **Lake City Humane Society Adoption Center Hours of Operation:**

Sunday – CLOSED  
Monday – CLOSED  
Tuesday – 10:00 – 6:00  
Wednesday – 10:00 – 6:00  
Thursday – 10:00 – 6:00  
Friday – 10:00 – 6:00  
Saturday – 10:00 – 4:00

### **Contact Info:**

**Volunteer Coordinator:** Deanna Law

Phone: 386-365-2924

[dlaw@lakecityhumane.org](mailto:dlaw@lakecityhumane.org)

**Foster Coordinator:** Stacey Blanyar

Phone: 386-752-3191 ext. 3004

[sblanyar@lakecityhumane.org](mailto:sblanyar@lakecityhumane.org)

**Adoption Manager:** Ashley Gerondale

Phone: 386-752-3191 ext. 3001

[agerondale@lakecityhumane.org](mailto:agerondale@lakecityhumane.org)

**Kennel Tech Team Leader:** Ambi O'Brien

Email: [aobrian@lakecityhumane.org](mailto:aobrian@lakecityhumane.org)

## **Hours of Operation and Contact Numbers**

### **Lake City Humane Society Animal Services Hours of Operation:**

Sunday – CLOSED

Monday – 10:00 – 5:00

Tuesday – 10:00 – 5:00

Wednesday – 10:00 – 5:00

Thursday – 10:00 – 5:00

Friday – 10:00 – 5:00

Saturday – CLOSED

Monday – Friday: 386-752-3191 Option 1

**After hour Emergencies only:** 386-752-4702

### **Lake City Humane Society Clinic Hours of Operation:**

Monday – 8:00 – 5:00

Tuesday – 8:00 – 5:00

Wednesday – 8:00 – 5:00

Thursday – 8:00 – 5:00

Friday – 10:00 – 2:00

Saturday: CLOSED

Sunday: CLOSED

Phone: (386) 401-1063

[lchsclinic@lakecityhumane.org](mailto:lchsclinic@lakecityhumane.org)

**Veterinarian –**

**Clinic Manager –** Mary McCarty

# **Volunteer Procedures**

## **Procedure:**

Volunteers may be scheduled to work during hours when LCCCHS is not open to the public.

Volunteers should not be on the premises of LCCCHS unless they have been officially scheduled to work during those hours.

Volunteers can call the Volunteer Coordinator in case of an emergency involving the health of a foster pet or a last-minute schedule change.

## **Volunteer Sign-in: Policy:**

All volunteers will sign in and out when they report to work and will wear a volunteer badge. Each volunteer has the option of tracking their hours online or can obtain a hard copy, which will be determined in your first interview.

Volunteer hours will be recorded by the Volunteer Coordinator who will maintain an individual record of hours worked.

## **Training and Education Policy:**

It is the policy of LCCCHS to provide appropriate training and education to all volunteers to enable them to carry out their job responsibilities in a safe and efficient manner.

Any education and training required for job performance will be conducted prior to their work assignment.

## **Training and education will include but not be limited to:**

Workers' rights and responsibilities

Personal Protective Equipment

Workplace violence

Safe Lifting Techniques

Waste Disposal

Zoonotic Diseases

Animal Handling

## **Safe Animal Handling Practices:**

Animal bites and scratches are the number one cause of work-related injuries in animal shelters. The best protection against animal bites and scratches is adequate training. It is the policy of LCCCCHS to train all employees and volunteers to restrain and handle any fractious or aggressive animal at the shelter safely and humanely. LCCCCHS will provide appropriate equipment needed to restrain and handle any animal at the shelter. All volunteers will request a staff members assistance PRIOR to attempting to approach any animal that appears aggressive or dangerous. Volunteers are never expected to place themselves in unnecessary danger when handling animals.

## **Volunteers will be trained in the following:**

Safe and humane handling of all shelter animals

Techniques used to handle animals in a safe and humane manner

Appropriate use of each piece of equipment used to handle shelter animals

When to contact a staff member regarding an aggressive shelter animal

## **Workplace Violence:**

Animal Shelter volunteers are often required to interact with emotional customers. Pet relinquishment, adoption policies and animal cruelty may cause emotions to run high and lead to unexpected volatile behavior in the workplace.

Unpleasant and volatile confrontations with emotional customers can be prevented by recognizing warning signs.

It is the policy of LCCCCHS to be aware of the precursors to violent activity

Risk Factors

Risk of violence may be prevalent if the customer has more than one of the following risk factors:

Easily frustrated

Frequently angry

Impulsive

Does not accept responsibility and blames others for his or her misfortunes

Suspicious of others

Lack of empathy

Abuses drugs or alcohol

Has access to weapons

**\*\*If the situation becomes violent, notify the closest Manager, and call 911**

## **Volunteer Agreement**

I \_\_\_\_\_ hereby agree to accept a position as a Volunteer for Lake City-Columbia County Humane Society. I understand that the term **Volunteer** means the way in which actions or services are rendered to LCCCHS. Such actions and services are rendered to LCCCHS with generous and charitable motives. **No** liability whatsoever will be incurred by LCCCHS to anyone who performs **Voluntary** services. I understand that volunteer means a person who freely chooses to render services to LCCCHS on a voluntary basis.

### **Please Read and Initial the following:**

\_\_\_\_\_ I fully understand and agree that my services are provided strictly in a voluntary capacity and I agree to provide my services to LCCCHS strictly as a volunteer. I understand I will receive no compensation, salary, employee benefits or payment of any kind for the services I render.

\_\_\_\_\_ I fully understand LCCCHS handles large numbers of animals daily. The temperament of these animals is often unknown to LCCCHS staff. I agree to hold LCCCHS harmless for any injury(s) which I might sustain from handling animals during my volunteer duties.

\_\_\_\_\_ I fully understand and agree to assume all risks involved in all duties that I perform at LCCCHS in my volunteer capacity. Such duties may include, but are not limited to, animal handling, custodial work, kennel staff assistance, clerical work etc.

\_\_\_\_\_ I agree to familiarize myself with LCCCHS policies and procedures and will fully comply with these policies.

\_\_\_\_\_ I fully understand that LCCCHS expects high standards of moral and ethical treatment of animals under its care. I agree to strictly adhere to these standards in my voluntary capacity at LCCCHS.

\_\_\_\_\_ I agree not to represent LCCCHS outside my immediate voluntary capacity. I understand that only designated staff/spokespersons of LCCCHS will handle all animal welfare issues on site and outside of the facility

\_\_\_\_\_ I fully understand and agree that failure to comply with all the LCCCHS requirements may, at the discretion of LCCCHS management, immediately terminate my services

---

Volunteer Signature

---

Date

## **Volunteer Code of Ethics**

Volunteers are the lifeline of an organization. Whatever your job, you are making a significant contribution and difference to the lives of the animals at LCCCHS.

As a volunteer who represents LCCCHS, our conduct and interaction with staff, other volunteers and the public is expected to be professional and courteous. In volunteering, you are making a commitment to the staff and animals to carry out the tasks you have agreed to perform.

The Volunteer Code of Ethics clarifies the expectations and principles for LCCCHS volunteers. Should a volunteer display inappropriate behavior, the volunteer may be dismissed.

### **As a Volunteer, I agree to:**

#### **RESPECT**

Respect others even though I may not agree with them  
Exhibit courtesy, sensitivity consideration and compassion for people and animals.  
Use good judgment in recognizing the scope of authority of staff members.

#### **SAFETY**

Be mindful of safety in any volunteer activity I do.  
Follow the rules and regulations  
Respect and use equipment and supplies used  
Follow the Accident/Incident Procedure and report any injury **immediately** to Management

#### **QUALITY**

Perform all tasks to the best of my ability  
Carry out principles learned in training

#### **SELF DISCIPLINE**

Recognize and accept my limitations and those of others  
Maintain accountability for any commitments I make

#### **COMMUNICATION**

Listen to the needs of others  
Communicate my needs and concerns to the staff  
Advise shelter staff of any relevant information regarding the animals at LCCCHS

#### **COMMITMENT**

Understand that the staff and animals of LCCCHS depends on me to honor my commitments.  
Work together with the staff and other volunteers to meet my goals and the goals of LCCCHS

---

Volunteer Signature

---

Date

## **Volunteer Safety Policies & Accident/Incident Form**

### **Safety Policy:**

Accident/Incidents (Work related injuries and illnesses)

It is the Policy of LCCCHS to document any work-related injury or illness

Any work-related injury or illness must be immediately reported to the Manager on duty

An appropriate Accident/Incident form must be completed by the injured person

The Accident form must be reviewed by management to provide corrective action if necessary

### **Accident/Incident Form:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ Home / Work / Cell                      Male / Female

**Date of Incident:** \_\_\_\_\_ **Time:** \_\_\_\_\_ AM / PM

**Injury/Incident:** \_\_\_\_\_

**Describe Accident/Incident Details (use additional paper if necessary):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Corrective Action Taken:**

\_\_\_\_\_  
\_\_\_\_\_

**Witness Account (if available):** \_\_\_\_\_

\_\_\_\_\_

**Witness Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ Home / Work / Cell

**Treatment Received:**

None \_\_\_\_ Self-Aide \_\_\_\_ Dr: \_\_\_\_\_ Hospital: \_\_\_\_\_

**Describe Medical Treatment (if received):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

---

**Name of Person Completing Report:** \_\_\_\_\_

**Relation/Position:** \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Volunteer Job Descriptions**

### **Dog Walker:**

Responsible for walking/playing with dogs to help relieve boredom and stress of living in a shelter environment. Provides exercise and enrichment by walking and playing with shelter animals.

#### **Responsibilities:**

- Follow shelter procedures.
- Handle animals as required and restrain hard to control animals.
- Spend at least 20 minutes per dog walking, jogging, playing or just sitting quietly with a dog in its kennel or a designated play area.
- Use bags to dispose of waste on the trail or in play yard.
- Recognize and report any unusual condition or abnormal behavior of any shelter animal to Manager.
- Close kennel door securely while you have dog out. Upon returning make sure the kennel door is secured by the latch.
- Record your time spent with animals each day you are at the shelter.
- Check with kennel staff to see which dogs need to be walked and which dogs should not be taken out.
- Learn to recognize abnormal animal behaviors and illness.
- Report any concerns with the dog such as coughing, bloody stool, cuts, etc. to Manager.
- Report any difficulties or behavioral issues/changes to Manager or any manager immediately.
- Do not allow two dogs to approach each other while you are walking them.
- pick up any trash and stool material.
- Maintain equipment used to complete job assignments and keep tools and equipment in good working order. Do minor repairs on equipment if able and notify shelter manager as to major repairs needed or new equipment necessary to complete assignments. Keep equipment and tools put away in proper storage areas.
- We will try to assign a size appropriate dog.

#### **Qualifications:**

- Ability to handle and maintain animals up to and more than 100 lbs. if you walk large dogs.
- Ability to use strength and agility in capturing and restraining stronger, more active animals.
- Must be 18 years of age or older.
- Previous experience in an Animal Shelter or related field preferred.
- Ability to understand and carry out oral and written directions.
- Physical demands include, but are not limited to
- Potential lifting and moving animals.
- Frequent movement, including but not limited to, standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals.

## **Animal Care Volunteer Cat or Dog:**

This is one of the most requested and vital positions we have for volunteers at our center. As you read through the description if you feel you would like to volunteer in this department that would make our staff very happy.

### **Responsibilities:**

Assist staff with habitat cleaning, feeding and care of the shelter dogs, cats, bunnies, and small companion animals.

Specific jobs you will be doing

Help with evaluating animals everyday

Feed and water animals

Keep kennels clean

Bath

Sanitize kennels

Laundry

Wash Dishes

sweep and clean up

fill dog food containers

socialize animals/ testing

move animals

### **Benefits:**

- Gratification in catering to the needs of the animals
- Gaining an understanding of a career in Animal Care
- Working in a fast-paced fun environment

## **Thrift Store Volunteer:**

Volunteers of the LCCCCHS Thrift store will report to the store Manager and will assist the manager in the day to day operations.

Thrift Store Volunteers allow us to keep merchandise on the shelves and keep our thrift store neat and clean. A constant flow of new merchandise to the floor is important to generate the funds needed for LCCCCHS. Directions for how to sign up for shifts are given during your first interview. We recommend at least one shift a month to not forget protocols and procedures. If a volunteer is interested in a set weekly schedule, one can be set up.

Thrift Store Volunteers must go through an information session and Orientation which will be conducted by the Volunteer Coordinator. After the on-the-job training and daily procedures are reviewed. Volunteers may be trained to work in specific incoming departments should the need arise.

### **Responsibilities:**

- You play a huge role in keeping our Thrift Store operational.
- Stock priced items on the shelves/racks/display cases on the floor.
- Clean, the displays on the floor.
- General cleaning of the main thrift store as well as back rooms.
- Hang clothes and organize hangers.
- Assist cashier with bagging purchased items.
- Other tasks may be assigned depending on ability and comfort.
- Provide exceptional customer service during our business hours; help customers locate items in the store!

### **Qualifications:**

- Must have a customer service personality.
- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles, or equipment, is a disqualification. This position has little to no direct contact with animals.

## **Adoption Volunteers:**

Responsible for interacting with the public both at the shelter and at off-site adoption events to find out what they are looking for in a pet and helping pair the correct animal with the correct family.

### **Responsibilities:**

- Follow shelter procedures.
- Interacting with/getting to know the shelter animals.
- Becoming familiar with and understand a shelter animals past, personality, qualities, bad habits, etc.
- Walking and socializing shelter animals when no prospective adopters are in the shelter.
- Talking with prospective adopters to help them make the best possible match with a shelter animal.
- Photographing adoptions and keeping record of positive adoption stories.
- Assisting prospective adopters in retrieving animals from kennels and escorting them to a meeting area.
- Recognize and report any unusual condition or abnormal behavior of any shelter animal to Manager.
- Maintaining effective communication with Adoptions Manager about potential adopters.
- Assisting with cleaning of animal areas as needed.
- Maintaining friendly demeanor and providing good customer service while assisting with adoptions.
- Maintain equipment used to complete job assignments and keep tools and equipment in good working order. Do minor repairs on equipment if able and notify shelter management as to major repairs needed or new equipment necessary to complete assignments. Keep equipment and tools put away in proper storage areas.

### **Qualifications:**

- Must be 18 years of age or older.
- Excellent written and oral communication skills.
- Strong interpersonal skills. The ideal candidate for this position would be personable, outgoing, patient, professional, and able to get along with a variety of people.
- Ability to work with minimal supervision and direction.
- Ability to understand and carry out oral and written directions.
- Ability to remain pleasant and calm even in stressful situations.
- Ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- Potential lifting and moving animals
- Frequent movement, including but not limited to, standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals.
- Possible exposure to animal bites, scratches, and animal waste.

**Event Volunteer:**

- Be respectful to all potential adoptive clients.
- Make sure the animals are safe during the event.

**Photographer Volunteer:**

- Must keep in contact with Jordan for days and times for photos.
- Must work well with animals

**Maintenance Volunteer:**

Will be needed for small projects and repairs in all 4 buildings

- Paint, woodwork,
- Maintenance and electrical
- Must have good people skills.
- Be dependable.