



**Calgary
Humane
Society**

Volunteer Orientation Manual

A physical copy of this manual is available within the volunteer office if
needed for future reference

Welcome Volunteers!

Congratulations! You are officially a volunteer of Calgary's Oldest Animal Welfare organization, The Calgary Humane Society!

Thank you for joining our team! We are SO grateful for your support! We couldn't do what we do without the help of our volunteers!

As a volunteer at the Calgary Humane Society, you receive a 15% discount on all our services. This includes the following:

- Items purchased at the pet gear store
- Adoption fees
- Behavioral classes
- Tickets to our special events



What To Expect As A Volunteer

- Warm welcomes & friendly check-ins from staff
- Robust training and support
- Upbeat and sometimes noisy environments
- Volunteers who work with animals expected to keep their cell phones with them during their shifts should they have an emergency and need to contact the shelter for assistance. Otherwise, cell phone use, including texting, should be limited during your volunteer shift to allow you to remain focused on your volunteer work and is never permitted while you are handling an animal. Phones should be kept on vibrate or silent, so they do not startle the animals.
- Please stop by the volunteer office, sign in on the daily attendance sheet, scan the QR code and sign out keys if needed for your shift
- To get a volunteer key to access portions of the building, we ask volunteers to exchange car or house keys for a volunteer key and then switch back when you are finished your shift.
- Culture of Continued Learning: We strive to grow as a community to share our knowledge. Due to working in a fluid environment, we want to ensure you have a positive experience as a Volunteer. Please expect staff to approach and coach you in the moment while on the job. We may have a modified, updated or easier approach that can result in a safer interaction. We appreciate all volunteers willingness to learn!



Training

As a non-profit organization we utilize all the resources we have including the knowledge and experience of our existing volunteer base.

Training varies depending on the role and can be offered in the form of the following:

- Online videos
- In person training seminars
- Buddy shifts – These are supported by existing volunteers as well as staff members by following a “buddy training checklist” with tasks specific to the role.
- Once fully trained, you may be asked to provide training to another volunteer!



Dress & Appearance

All volunteers receive a t-shirt and lanyard as uniform – Volunteers are required to wear one of these items during shifts. Not only does this allow you to be identifiable to members of the public, but it also lets staff know that you are permitted to enter the applicable areas in holding and to be interacting with the animals in your assigned area.

Personal hygiene and cleanliness are of the utmost importance for all volunteers. Please do not wear strongly scented products (*e.g.*, lotions, perfume, cologne) to your shifts, as the animals or other people may be sensitive to them. Jewelry should be kept to a minimum.

Volunteers working directly with the animals will want to wear clothing that is easily laundered. Avoid tassels or fabrics that catch nails.

Loose articles must be secured, so they are not at risk of falling off in kennels. (i.e. sunglasses, jewelry, pens)

For safety reasons appropriate dress code includes:

- Volunteer T-shirt OR Lanyard
- Full length pants
- Closed toed shoes

Inappropriate dress code

- Shorts, skirts, dresses
- Flip flops
- Any clothing that exposes the midriff or chest



The Volunteer Department

- The volunteer department manages over 25 different volunteer roles and over 600 volunteers on an ongoing basis
- Every week the Volunteer Department sends a weekly “Opportunities and Updates” email to all volunteers. These emails include changes to our procedures, safety protocols and other ways to get involved with helping the shelter; including one off support, holiday support, and community outreach events. The Opportunities and Updates will also be available on your Rosterfy Dashboard. Please ensure you read these emails and let the team know if you have any questions.
- Please note that CHS volunteer email updates are mandatory for volunteers to stay informed on important news, schedules, and volunteer opportunities.
- Unsubscribing to our email communication means that you are no longer interested in receiving our updates and would like to be off boarded as a volunteer.

Contacting the volunteer department:

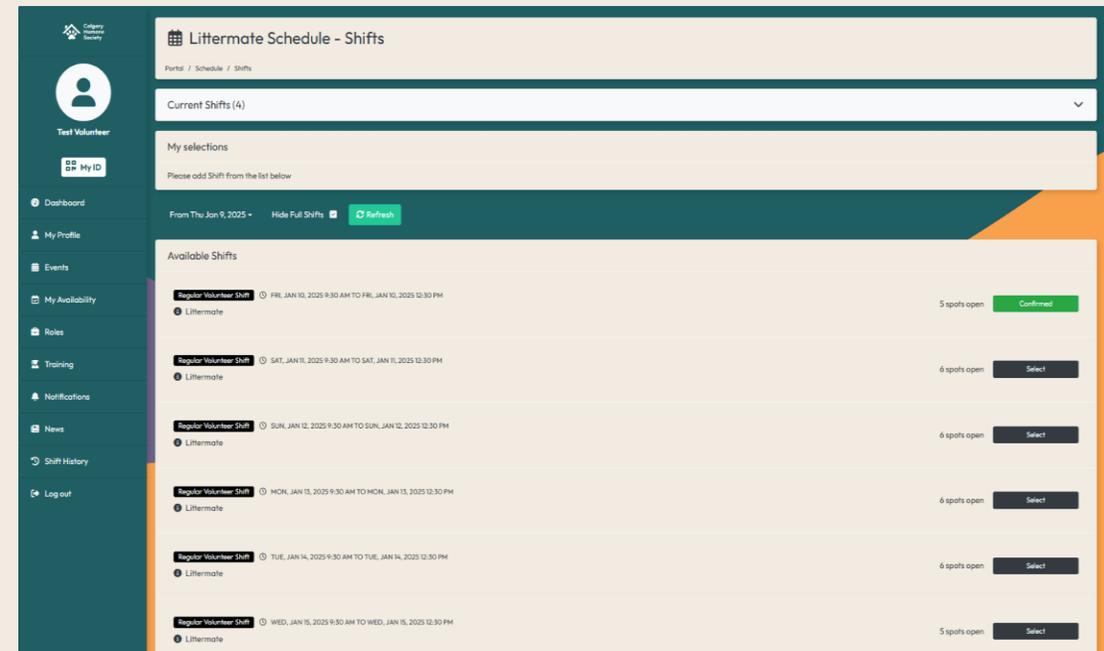
For schedule changes, onboarding or training questions please contact us through email: volunteer@calgaryhumane.ca

For assistance while on shift or last-minute absences please contact us by texting or calling: 587-228-6072



Rosterfy

- This portal is an online tool for volunteers to view and update their profiles, schedule, and service hours.
- Your Volunteer Dashboard is the main page for all volunteer information and a “My ID” button. When clicked this button opens a unique QR code which you will be able to scan to check in. The volunteer department will print these out so you can attach them to your lanyards. Additionally, your QR code can be accessed through the app on your phone.
- All volunteers are required to sign in and out for their shift for both safety and statistical reasons. Should you forget to sign in/out or cannot access your QR code, please e-mail volunteer@calgaryhumane.ca
- If you'd like to sign up for additional shift throughout the week, after completing training, you can self schedule through Rosterfy - More info on how to self schedule is provided in the “Rosterfy manual for volunteers” in the initial onboarding email.
- Calgary Humane is closed on all statutory holidays, but the animals still require care and enrichment! All regular shift times are cancelled; however, shifts are available for enrichment roles to ensure our animals' needs are met. Volunteers are asked to consider signing up for a holiday shift by self-scheduling on Rosterfy!



Reporting Absences

Our volunteers are an essential part of the success of the Calgary Humane Society. The care, commitment, and dedication they provide to our animals is invaluable.

Our staff rely heavily on the support of our volunteers to provide the care and enrichment our animals need to succeed in shelter. When our volunteers do not give us notice of their absence from a shift, it can result in dogs not being walked, animals not receiving enrichment and other staff and volunteers having to pick up additional feedings and cleaning.

The reporting procedure for absences is dependent on how far in advance volunteers are reporting the absence.

Absence less than 24 hours before start of shift

Volunteers must text the volunteer cellphone at 587-228-6072 with name, shift time and reason for absence.

Absence more than 24 hours before start of shift

If the volunteer is absent for one shift, Rosterfy must be updated to reflect the absence by withdrawing themselves from the shift.

Absences more than 24 hours in advance and will be absent for more than one shift

If the volunteer is aware of an absence that will be for more than one shift an email must be sent to volunteer@calgaryhumane.ca detailing the shifts they are unable to attend and when they expect their first shift back to be.

The volunteer will remove themselves in Rosterfy from the shifts they will be absent for using the shift withdrawal process.



Guest Policy

Volunteers who wish to bring a guest during their shift should take note of the following guidelines:

- The current volunteer must be at least 18 years of age and are restricted to bringing one guest per visit.
- Additionally, the guest must meet the age requirements for the designated volunteer role.
- Volunteers are responsible for their guest and their guest's conduct during their visit.
- To ensure safety, guests permitted to pet the animals but are not allowed to enter dog kennels, handle dogs, or manage leashes.
- Prior to bringing a guest, volunteers are required to provide a 24-hour notice to the volunteer department.
- Upon arrival, the guest must sign the volunteer agreement and release. It is crucial to highlight that both volunteers and their guests are expected to adhere to the standard volunteer requirements and policies.
- Volunteer coordinators reserve the discretion to deny a guest.



Our History, Purpose & Services

Since our beginning in 1922, Calgary Humane Society has been more than a shelter. We are proud to be Calgary's first and most robust animal welfare organization.

We are a hub for all animals in need. Beyond adoptions, we support animal welfare in Calgary through education, outreach, emergency vet services for surrendered animals, behaviour training for those in need, and our unique ability to enforce the Animal Protection Act.

We are funded by generosity of Calgarians and their donations.

Our mission: Protect Animals. Support People. Create A More Humane World.

Our Vision: An Empowered Community with the Courage To Advocate For Animal Welfare

Our approach to training - Calgary Humane does not believe in punishment, physical corrections or invasive handling of animals. Instead, we reward admirable behaviors with what animals find most rewarding (Treats, praise, toys etc.)



Adoption vs. Holding Areas

At the Calgary Humane Society we have two areas of the shelter in which volunteers may have access to depending on their role

Adoptions:

- This is a public facing area and volunteers are permitted to visit animals and take photos (Unless otherwise stated) once they have spoken to a member of reception to review the rules
- These animals have been cleared by our Animal Health and Behaviour teams and are ready to go home!

Holding:

- This is a restricted area of the building exclusive to approved Staff and Volunteers
- This is the first stop for all animals in our care. Animals may be in holding due to pending medical, behavioural, protection or ownership details.
- Details regarding these animals must not be shared with members of the public
- Volunteers that do not have responsibilities with holding animals are not permitted in holding due to confidentiality, disease control and the mental wellbeing of the animals.
- Volunteers are not permitted in any isolation wards



Confidentiality

As a CHS volunteer, you may have access to information not available to the general public, and information that is considered confidential. CHS information is to be used only for specific CHS purposes.

- Photographs of animals are permitted in Adoptions unless otherwise outlined by kennel signage such as the yellow sign stating, “Not for website/social media.”
- Volunteers shall not disclose any information about animals in holding to any members of the public.
- Due the nature of the animals in our care photographs of animals in holding are not permitted. (including the Admissions Department and the surgery suite).

**Not for
Website/Social
Media**



Kennel Signage

CHS has developed a series of kennel cards that are placed on animal's kennel. These cards provide immediate, concise information about the animal in the kennel and it is imperative that all Volunteers and staff read and know how to interpret these cards. The cards are colour-coded as follows:

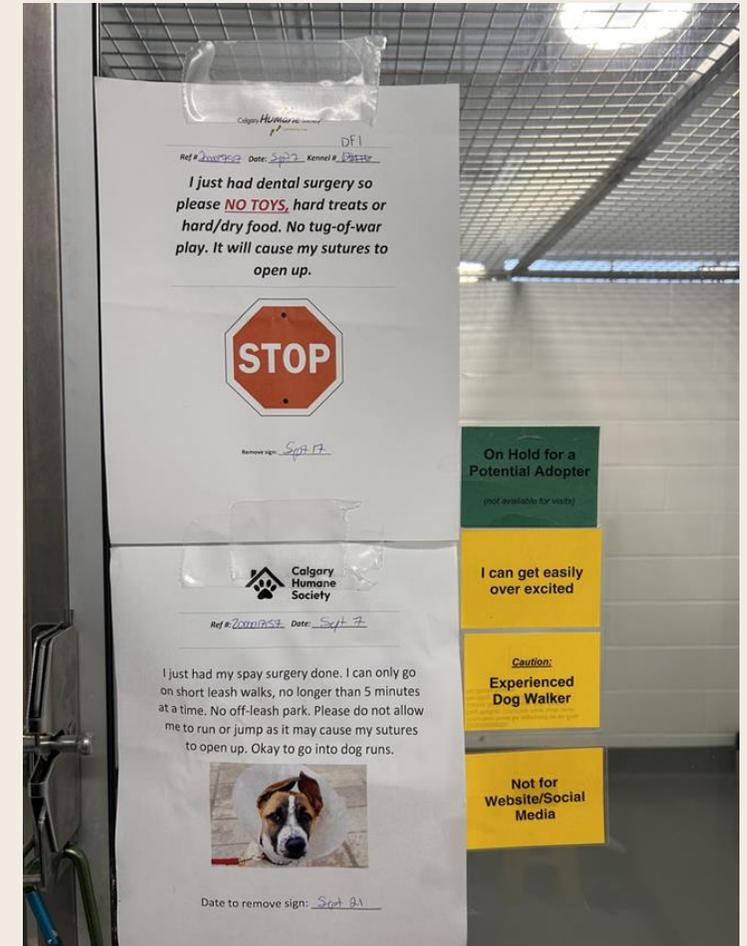
RED: A red kennel card means STOP. No volunteer interactions permitted

YELLOW: Proceed with caution, paying attention to the specific direction and verbiage on the card.

GREEN: Typically, general information only

PINK: Information being relayed from the behavior team – Each pink sign has special instructions on how to safely interact with that animal. Some may ask volunteers to find a behavior staff member for an introduction before entering the kennel.

In addition to kennel cards, there may be other signage on kennels. It is common to see a purple sheet with special dietary instructions or limits to exercise for animals. Pay special attention to this information as it can be detrimental to their health and behaviour (i.e. a dog with food allergies that cause them to be itchy and sore or running or jumping may cause sutures to reopen).



Kennel Signage Examples

- Here is an example of a purple special diet sheet and the spectrum of various signs you may encounter on a kennel.
- The diet required portion circled in red is most important. These animals may not be allowed treats or hard food due to allergies or a dental surgery.
- Diet sheets can have additional information that may pertain to your role. The most important piece of information is the “Diet requested” section – This indicates which food the animal can have.
- Keep in mind some kennels will have more signage than others. This is to allow for individuals to make informed decisions about their interactions and be appropriate when handling an animal based on their review of the kennel signage.

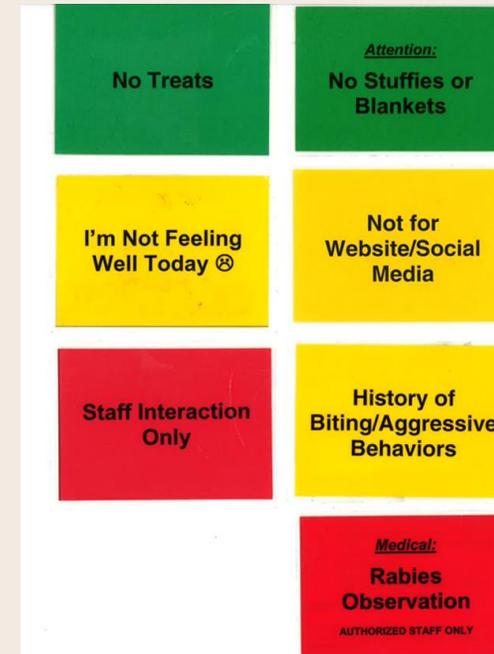
Special Diet Kennel DF7

Reference # 2000213780 Date Aug 21/23

Diet Requested: Hypoallergenic

Special Instructions: 2.25 cups daily
LIKES TO BE HAND FED
Allowed food ONLY until Sept 16th

Remove Sign: Never Return to Animal Health



Communicable Diseases

It is crucial that all volunteers adhere to disease control protocols. This involves hand washing between handling each animal and reporting medical concerns to a staff member. All these precautions will also help to prevent spreading disease to or from the community.

- It is important to recognize that, when working or volunteering on-site here at CHS, there is always the possibility that you will be exposed to various viruses, pathogens, parasites, etc.—some of which are zoonotic (able to be transferred to humans; like ringworm). Consider wearing shelter dedicated clothing and shoes in combination with regular hand washing.
- CHS recommends volunteers contact their veterinarian to ensure personal pets are up-to-date with immunization records. There are certain conditions in which there is no preventative medicine available and there is a risk of exposure while employed or volunteering at CHS.
- If your resident pet becomes ill with a contagious condition, CHS requires that you please cancel your volunteer shift until your animal is no longer considered contagious by your veterinarian. If your pet does become ill and you feel that you may have exposed CHS animals to an illness, alert a volunteer team member who will communicate with Animal Health as required.
- The Calgary Humane Society will not reimburse you for medical attention for your own resident pets due to possible exposure from your volunteer work.



Use Of Hazardous Chemicals

Some of the chemicals we use in shelter to clean and keep our animals safe from the spread of diseases can be harmful to humans and animals if not handled and diluted correctly.

Please only handle chemicals in shelter if you are required to use them for your role and have been trained in their safe usage.

All refilling and restocking of hazardous chemicals must only be completed by staff.

If you need any chemicals refilled while on shift, please speak with Animal Care staff or contact a Volunteer Coordinator.



Medical concerns

Please notify a staff member if an animal is showing non-urgent changes in behaviour or physical condition and needs to be reviewed or assessed by the Animal Health team.

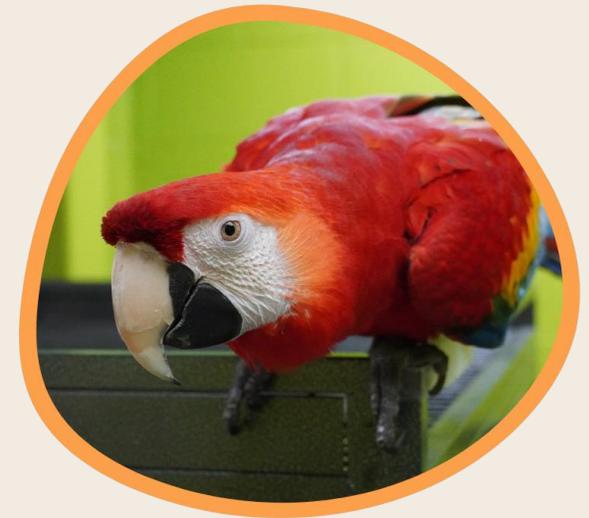
Non-urgent changes include:

- Lethargy
- Vomiting
- Blood in the stool or urine
- Eye or nose discharge
- Limping
- Diarrhea or soft stool
- Active sneezing or coughing if not already noted by signage
- Giving birth (please give animal privacy)

If an animal is in medical distress, please find a staff member immediately to notify them of the emergency.

Medical distress Emergencies include:

- Actively bleeding
- Incision has re-opened
- Experiencing tremors or seizures
- Difficulty breathing, increased respiratory rate and/or open mouth breathing unrelated to exercise
- If an animal has slipped out of or chewed its bandage
- Is unusually lethargic or is acting abnormal. Especially in young animals
- If an animal has jumped out of arms



Bites & Injuries

Calgary Humane Society endeavours to ensure a safe space and that all animals placed up for adoption and/or cleared by Behaviour and Animal Health for dog walks, are behaviourally sound and able to have safe interactions. There may be times however that an animal bites because of fear, rambunctious play, excessive petting, redirected aggression, or for other behavioural or medical reasons.

- Please note that all bites including “Pre-bites” (Air snapping, muzzle punches, mouthing) must be reported to a staff member immediately. This allows us to learn more about the animals needs and create supportive and safe measures.
- Animals use their body language to communicate with humans. The more we listen to an animal’s subtle communication cues, there less likely they will need to speak louder (i.e. hissing, growling, lip lifts, lunging).
- Biting is a form of communication to animals and is not often the first choice of communication.
- Volunteers who become injured on the job (trips, falls, near misses) must immediately notify a member of the volunteer department regardless of the severity of the injury.
- Staff members are responsible for filling out incident and bite reports on behalf of the volunteer with the information you provide them – It is important that these details are report immediately following the incident.



Bite Protocol & Injuries Process

Always put your safety first, if you do not feel comfortable interacting with an animal or would like to end the interaction please do!

If you receive a bite while visiting with an animal at CHS you must:

- **Contain the animal in a secure location**
- **Call for help as needed or press the “Alarm Armed” button (Dog rooms only) if you are unable to contain the animal or feel unsafe.**
- **Report the incident to a staff member as soon as possible.** As per Alberta Law, an animal bite that breaks skin requires that the animal is placed on a 10-day Rabies Observation Hold. It is crucial that this information is reported in a timely manner.
- If you are injured, a staff member will call a Code Blue and a First Aid Certified employee will respond and attend to your injuries.
- A staff member will complete an Animal Bite or Incident Report
- The information collected on this form will be used to determine the cause of the bite and provide CHS with the information required to make informed and responsible decisions in the best interest of the animal. CHS strongly recommends that you immediately attend a Doctor’s office for examination and treatment, regardless of the severity of the bite.
- Questions will be asked regarding Sequence of events with emphasis on the animals behavior when approaching the kennel, during initial interaction, harnessing, were treats given, when did the biting begin, was there any response from the animal from redirections with treats, toys, verbal cue, did another stimuli promote this bite (Saw another animal etc.)



Lockdown Procedure

In the un-likely event of a critical incident such as an active shooter or attacker or significant threat of violence or harm, it may become necessary to lockdown the shelter to protect occupants and minimize the overall exposure to danger.

Employees or Volunteers who have reason to believe there is a credible and imminent threat of violence that could result in injury or loss of life, must take immediate protective action. Once a lockdown is initiated, the responsibility for the occupant action belongs to the individual. Each person will make their own assessment of whether it appears safe to exit the building, or whether it would be safer to hide in place. When a lockdown is initiated “Lockdown! Lockdown! Lockdown!” will be announced over the intercom:

- If a staff member or volunteer is in possession of an animal at the time a lockdown is initiated, they are to release the animal on the spot.
- If it is not possible to engage in flight: Proceed to the nearest designated safe room, close and lock the door, turn out lights, pull down blinds, and remain away from the direct line of the door. As much as possible give the appearance of an empty room.
- If it is not safe to proceed to a designated safe room, get to a safe place out of sight.
- Sit or lie on the floor or crouch behind furniture, remain quiet, and in place.
- Silence cell phones and any other devices that may generate noise.
- Do not use cell phones unless communicating vital emergency information to CPS.
- Be aware of alternate exits should it be necessary to evacuate the building.
- Do not answer the door once it is locked as this will compromise the safety of those inside.
- Do not allow anyone to talk their way inside, as they may be the suspect or they are possibly being coerced by the suspect outside of view.
- Wait for further instructions and do not allow anyone to leave until CPS releases the building.
- Should the fire alarm be activated during a lockdown, do not evacuate unless you perceive evidence of a fire, or are so notified by authorized personnel

Panic buttons are located at the main Reception desk, in the Ruff House, Pet Gear Store, Animal Adoptions offices and Animal Admissions. These are to be used in an emergency requiring Calgary Police Service (CPS) to attend CHS and there is no opportunity or the situation is too critical to try phoning CPS (i.e. dialing 9-1-1). More information how where these are located and how to use them will be given to those working in these areas during their first training shift.



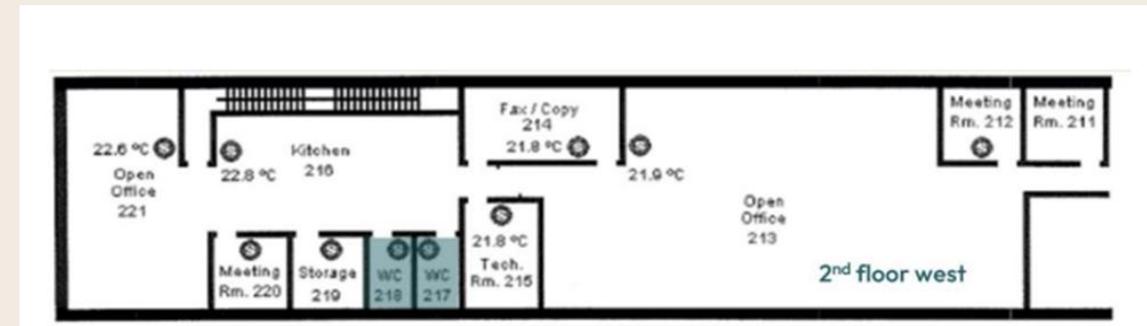
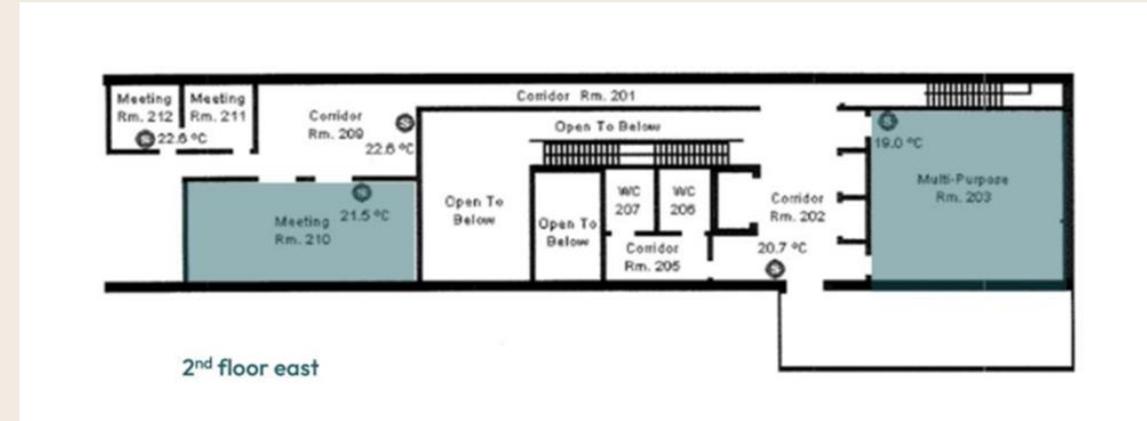
Evacuation Procedure

In the event of a fire or evacuation of the building all volunteers are required to follow the evacuation protocols as follows:

- Volunteers who witness any type of emergency occurrence, including fire, smoke or dangerous situations must immediately contact 911 and notify the first available staff member.
- Volunteers must immediately evacuate the building as soon as they hear a fire alarm or intercom request to evacuate. They must proceed to the designated Muster Point located along the dog park fence on the west side of the building.
- Once volunteers are at the designated Muster Point, supervisors will conduct a role call and account for any missing volunteers.
- Volunteers must not return to the building until they are permitted to do so by Fire/Emergency Wardens
- Visual maps are in the slides following



Lockdown Rooms



Emergency & Evacuation Map

-  Fire Extinguisher
-  Behaviour Aversion Device (Animal Use Only)
-  Panic Button
-  Emergency Exit
-  First Aid Kit
-  AED
-  Eye Wash Station
-  Spill Kit Station
-  Respirators
-  Muster Point
-  You Are Here
-  Front Door Emergency Lock Button
-  Incoming Animals Door Emergency Lock Button
-  Hazardous Chemical Storage
-  Building Alarm
-  Code Blue First Aid Kit

- FIRE DEPARTMENT**

 -  Main Shut-Offs
 -  Oxygen Tanks
 -  Fire Panel
 -  Electrical Panel
 -  Boilers



Emergency Services: 911
Calgary Police Non-Emergency Line: 403-266-1234
Fire Department Non-Emergency Line: 403-264-1022
Poison Control: 1-800-332-1414
Healthlink: 811

Muster point is located along the dog park fence on the west side of the building.




Calgary Humane Society
4455 110 Avenue SE
Calgary, AB T2C 2T7
403-205-4455

Here is a map of our facility as well as the muster point location – A larger copy is posted on the wall within the volunteer office.



Dog Room Alarms

- Every dog room has an emergency alarm system in the event a staff member or volunteer needs help.
- Once activated an alarm will sound at reception and the receptionist will page for assistance. Within a few minutes staff members will arrive. A light above the room door will be flashing if the alarm button is pressed. Please do not enter this room if you see this light flashing.
- Volunteers are encouraged to use these in the event a dog gets loose within the room, there is a dog fight or you are injured and need assistance.
- Volunteers are not to respond to the alarms – This is a staff responsibility. Please give staff space to complete the necessary actions.



“Open Admission” vs. “No Kill” & Euthanasia

The Calgary Humane Society is an open admission shelter and never turns an animal in need away. We accept all animals including companion animals, those that are ill, injured, feral, and behaviorally unsound.

Calgary Humane is the only open admission shelter in Calgary and therefore does not have the ability to choose our intake population.

Maintaining an open admissions status is the best way to protect animals in need. Without the services of Calgary Humane animals are at risk of abandonment, neglect, abuse or other suffering.

We receive animals in many unfavorable conditions and therefore are the sole caregiver of these animals. It is important to be aware of the following:

- Calgary Humane does not euthanize animals due to time or space constraints but for serious medical or behavioral concerns that will affect the long-term prognosis of an animal or compromise the safety of the community.
- It is sometimes necessary for animals to be euthanized if it is determined they are in pain or distress. Animals are euthanized only if CHS has exhausted all possible resources to help the animal become healthy, happy and adoptable. In addition to medical reasons, an animal that poses a threat or has a dangerous temperament - even after the implementation of behavioral interventions – may be euthanized due to safety and/or quality of life.
- Animals with concerning behavior or medical conditions are discussed daily among the management team.
- Although euthanasia is never an easy decision, it is part of working in animal welfare and an open admissions shelter.
- The Volunteer Department does not have the ability to communicate euthanasia decisions to those who have worked with the animal within a timely manner. If you have questions regarding an outcome or the whereabouts of an animal, please consider the various options; The animals may have been adopted, moved to foster, returned home or in rare occasions euthanized. When asking for these details please consider the emotions that may come with an answer.
- We are proud of the work we do to help animals here at CHS and are always transparent to our volunteers regarding euthanasia decisions.



Mental Health in Animal Welfare

Calgary Humane Society is committed to providing a psychologically safe and healthy workplace and we recognize that working in animal welfare is an extremely emotionally demanding place to volunteer. We see and hear about things that will have a lasting impression and impact on our psyche. As your leader, know that we're here to support you through your journey and that you're not alone in dealing with these emotions.

From time to time you may hear the phrase "compassion fatigue" which is a psychological condition known to affect animal welfare workers and those in other professions (i.e. first responders) who are exposed to traumatic events and the suffering of others. Some of the symptoms of Compassion Fatigue are:

- Depression
- Irritability
- Fatigue
- Feelings of isolation
- Low productivity

If you are experiencing these emotions you are encouraged to talk about your feelings with the Volunteer Department. We may recommend that you take a break away from the shelter and spend time recovering.

You will also find some helpful coping tips in the links below:

<https://jessicadolce.com/resources/>

<http://www.compassionfatigue.org>



Thank you!

Thank you for choosing Calgary Humane as your Volunteer non-profit of choice!

Please consider following us on our social media channels



<https://www.youtube.com/watch?v=KNe1b4h54Xk>

