



CONTRA COSTA
HUMANE SOCIETY

VOLUNTEER MANUAL

*“Never Doubt that a small group of thoughtful and committed citizens can change the world.
Indeed, it’s the only thing that has.”*

Margaret Mead

171 Mayhew Way, Suite 101
Pleasant Hill, CA 94523
Phone (925) 279-2247
Fax (925) 279-2249
www.cchumane.org



Welcome to Contra Costa Humane Society!

On behalf of the Board of Directors, staff and current volunteers, thank you for choosing to participate in the Contra Costa Humane Society Volunteer Program. This manual has been designed for you as an educational and reference source. It contains helpful information regarding our policies, procedures and preferences. Please read this manual carefully so you will be well acquainted with CCHS.

As a non-profit organization the role of the volunteer is extremely important. CCHS could not meet the needs of so many animals without you – we rely on your time and support for success. Your presence allows us to expand our services which would otherwise be financially impossible to provide. Your decision to volunteer should be made with the full understanding of the commitment and responsibility it demands.

I hope you will find your volunteer experience a rewarding one. Knowing that an animal, either homeless or a companion, is directly benefiting from your generosity and compassion is a wonderful feeling.

If you have any additional questions or concerns, please feel free to contact me anytime.

Best Regards,

Volunteer Coordinator
Contra Costa Humane Society
(925) 279-2247 x301
volunteer@cchumane.org



Our Mission Statement

The mission of the Contra Costa Humane Society is to empower our community to improve the quality of life for animals and decrease euthanasia rates. Through our programs and services we connect with individuals and private and public organizations to adopt pets, reduce the number of unwanted animals and educate the public to foster compassion, responsibility and respect toward animals.

Our History

The Contra Costa Humane Society was formed as the result of the merger between two groups, Stop Pets' Annual Yield (SPAY) and The Animal Protection Bureau (APB). SPAY was established in 1971 to support the Spay/Neuter Clinic locally and APB formed in 1980 to combat the homeless animal problem in Contra Costa County. A merger between the two groups was completed in 1991. And we have served Contra Costa County as CCHS ever since.

General Information

CCHS is a non-profit, 501 © (3) organization (tax ID # 68-0281428). All of our financial support is generated through private donations, bequests, and grants. CCHS is governed by a Board of Directors who has the primary responsibility for the management of the organization and the conduct of its affairs. It is staff-run and volunteer supported.

The CCHS staff consists of an Executive Director, Adoption and Office Manager and Volunteer Coordinator. As our staff is very small (3 people), we depend on our talented volunteers to support our day-to-day operations.

Contact Information

Address: 171 Mayhew Way, Suite 101
Pleasant Hill, CA 94523
Phone: (925) 279-2247
Fax: (925) 279-2249
Web Site: www.cchumane.org

Executive Director:	Leeann Lorono	ext 306	llorono@cchumane.org
Adoption and Office Manager:	Chrissy Wilberg	ext 303	cwilberg@cchumane.org
Volunteer Coordinator:	Wendy Monte	ext 301	volunteer@cchumane.org
Spay Neuter Assistance Program:	(Volunteers)	ext 305	snap@cchumane.org
Re-homing Assistance Program:	Chriss Bradley	ext 304	cchsrehoming@aol.com

Office Hours

Monday thru Friday 9:00 AM – 5:00 PM

Kitty Corner Adoption Hours

Current Kitty Corner adoption hours (as of 8/2014) are: Saturday, Sunday, and Monday 12 – 3 pm. For other times, please contact Chrissy Wilberg, Adoption Manager, to make an appointment: cwilberg@cchumane.org, or 925-279-2247, ext 303.

Directions

From I-680 N: Exit Treat Blvd and continue onto Buskirk Ave. Turn left onto Oak Rd and continue onto Buskirk Ave. Turn right onto Mayhew Way. CCHS is located on the corner of Mayhew Way and Vincent Rd.

From I-680 S: Exit Monument Blvd. Turn left onto Monument Blvd. Turn right onto Buskirk Ave. Turn left onto Mayhew Way. CCHS is located on the corner of Mayhew Way and Vincent Rd.

Programs and Services

Adoption: CCHS takes companion dogs and cats from local public shelters and places them in foster homes until they find their loving forever homes. Animals are spayed/neutered, micro chipped and vaccinated before adoption.

AniMeals: In partnership with the Food Bank of Contra Costa and Solano CCHS distributes pet food and supplies to our county's neediest families in order to help them keep their pets.

Foster: Foster homes provide temporary refuge, care and companionship to homeless dogs and cats until we find their permanent homes. CCHS pays for all food, medical and supply expenses.

Kitty Corner: A first of its kind collaborative partnership with Contra Costa County Animal Services. Kitty Corner is a private shelter for adult and special needs cats – which enjoy spacious enclosures at night and free-roaming during the day.

Re-Homing: For community members throughout the Bay Area, CCHS offers the Re-Homing Program for those unable to keep their animal's long term but can keep them during the time it takes to find a new home. A picture and bio of the animal is posted on our web site. Qualified candidate information is forwarded to the owner for a final decision regarding adoption. This is a referral service only and CCHS acts simply as a third-party resource.

Spay Neuter Assistance (SNAP): SNAP reduces the number of unwanted pets in our county by providing financial assistance to low-income residents to have their dog or cat spayed or neutered. We also provide services for feral cats.

Community Outreach: One of CCHS's goals is to have an increased presence within the community. The mission is to help educate and provide information to community members on CCHS's programs and responsible animal care.

Advocacy: CCHS closely monitors important state and local animal-welfare legislation and advocacy campaigns endeavoring to improve public policy and increase public awareness on animal-welfare issues.

Volunteer Guidelines

How CCHS' Volunteer Program Works

CCHS makes our volunteer application and job descriptions available on our website www.cchumane.org. Please submit applications online for review by any or all of these parties: Volunteer Coordinator, Executive Director, Adoption Program Manager. CCHS registers each applicant with Sign Up Genius (our sign up program), the e-newsletter, the volunteer newsletter and our email database. CCHS will inform volunteers of current openings via email and give volunteers the opportunity to sign up for positions via Sign Up Genius. CCHS will provide volunteers with necessary waivers and paperwork prior to their first day of volunteering or training.

Please keep in mind that CCHS receives many volunteer applications from individuals, community groups, businesses, school groups and clubs so it may be necessary for you to check back in with us periodically to stay on the radar. We appreciate your help and commitment to do so.

Volunteer Commitment:

CCHS asks that new volunteers make a minimum 6-month commitment to the organization.

Attire: Generally speaking CCHS is a casual work setting. Volunteers may wear clothing that is both comfortable and practical. Clothing revealing your back, stomach, underwear or too much cleavage is not appropriate for a place of business. This includes ripped or torn clothing, offensive logos or photos, excessive jewelry, cologne or make-up or other suggestive clothing that might offend another volunteer, staff member or the general public. When performing cleaning tasks you may want to wear clothes you won't mind getting dirty. When representing CCHS at an event you may be asked to wear specific type of clothing or a more formal attire (ie: casual wear, polo shirt etc). All volunteers will be given a name tag and should wear it when working with the public. Please remember that volunteers are ambassadors for CCHS and your appearance is very important.

Signing In and Out: There are Volunteer Sign In logs on both the main desk, the SNAP desk and in Kitty Corner. It is your responsibility to record all of the volunteer hours your have worked on this log. If you are working at an off-site location, call or email the Volunteer Coordinator to report your hours. Accurately reporting the hours you have worked is a very important part of your volunteer experience. Outside agencies rate our efficiency based in part on the number of volunteers working in our organization.

Visitors and Personal Guests: When volunteering, you should refrain from inviting friends and family to visit you. If there are special circumstances, please notify your supervisor to receive permission. These guidelines also apply to bringing your pets to the office. We prefer to have only trained volunteers performing tasks. Please, do not bring anyone to "help out". If you have a friend who would like to volunteer, encourage them

to submit an application to CCHS and if approved and trained they may be assigned upon request as your helper for the job.

Breaks: Each volunteer receives a ten (10) minute break for every two (2) hours worked and a half hour break for every eight hours. Smoking is not permitted in any volunteer working area. Eating and drinking (non-alcoholic beverages) is permitted at your desk. We ask that you clean up after yourself and keep your work area clean.

Personal Belongings: Personal belongings are generally kept in the SNAP office/workroom or in/under desks in order to keep the office appearance neat and clean. If you are not sure where to place your personal belongings ask any staff member for a suggestion. CCHS is NOT responsible for any lost or stolen personal items.

Injuries: If you are injured in any way while volunteering with CCHS, immediately notify the Volunteer Coordinator, Office Manager or the Executive Director. Please complete and turn in form DWC-1 found in the Worker's Compensation file in the office prior to receiving appropriate treatment.

Confidentiality: When working in the business office you may have access to computer records, personnel information and other types of confidential CCHS information. As a volunteer you are prohibited from sharing this sensitive information with others.

Tax Deductions: Before purchasing supplies for which you will be reimbursed, you must notify the Office Manager who will then contact the Executive Director for approval of the charges. If supplies purchased for CCHS are not reimbursed, the money you have spent is considered a tax deductible donation. You can receive an in-kind donation receipt at the business office.

Animals in the Workplace: Bringing your animal to work should be the exception not the standard and is acceptable only on a temporary basis. Approval from the Executive Director is required in advance. The animal cannot be aggressive or disruptive to the work environment. Consideration must be given to the concern of others. Service animals used by individuals with disabilities are exempt from the guidelines. The volunteer must provide verification of current vaccinations and be responsible for the animal, bring food and water and clean up after it if necessary.

Standards of Conduct

Contra Costa Humane Society appreciates and respects all of its volunteers for all that they do to help the animals of our community. One of the main priorities of CCHS is a commitment to teamwork. Our standards of conduct reflect an emphasis on treating employees, volunteers and members of the general public with respect. We expect and encourage all volunteers to follow these standards.

- ❖ Learn and follow the specific policies and procedures for your volunteer role as stated in the volunteer job description.

- ❖ Treat CCHS employees, volunteers, clients and the general public with respect and courtesy at all times.
- ❖ Keep your commitment and arrive for scheduled shifts on time. If you must cancel a shift due to illness or for important personal reasons, inform the Volunteer Coordinator ideally 24 hours in advance.
- ❖ Reflect the humane idea of compassion toward animals and people in your actions while serving CCHS.

To make our Standards of Conduct clear it is necessary to present a list of actions that do not meet our standards and may result in corrective action. They include, but are not limited to:

- ❖ Omitting pertinent information or providing false or misleading information on a volunteer application.
- ❖ Insubordination towards a supervisor or refusing to perform tasks assigned by a coordinator in the manner requested.
- ❖ Actual or threatened physical violence towards an animal, staff, volunteers, clients or members of the general public.
- ❖ Violating health or safety rules or engaging in conduct which creates a safety or health hazard.
- ❖ Speaking to the press or to a public official (as a representative of Contra Costa Humane Society) about your personal opinion regarding animal policies or issues. All statements must first be approved by the Executive Director and/or the Board of Directors.
- ❖ Unlawful harassment, including sexual harassment, of an employee, volunteer, or member of the general public.
- ❖ Possession, distribution, sale, use or being under the influence of any alcoholic beverage or any unlawful drug or substance while on duty. Reporting for a volunteer shift while under the influence of alcohol or drugs.
- ❖ Damage or misuse of CCHS property or property owned by an employee, volunteer, or member of the general public.
- ❖ Excessive or unauthorized tardiness or absence.
- ❖ Conviction of a felony, a crime against or a misdemeanor involving conduct considered to be immoral.

CCHS will attempt to use progressive corrective action for these infractions. The type of corrective action used depends on the circumstances of each case. In general, corrective action will follow these basic steps:

- ❖ Counseling by the Volunteer Coordinator or Executive Director
- ❖ Verbal Warning
- ❖ Written Warning
- ❖ Suspension or Termination

These are general guidelines for corrective action and CCHS is not required to apply these measures in any particular order or at all.

Contra Costa Humane Society Volunteer Newsletter

On a quarterly basis CCHS publishes via Mail Chimp an electronic newsletter for our volunteers. The goal of the newsletter is to highlight our fabulous volunteers and help us get to know each other a little better. In addition we hope to share news regarding CCHS as well as volunteer opportunities, volunteer resources and tips – not only for CCHS but other opportunities we might come across. We hope you enjoy the newsletter.

Volunteer Job Descriptions

Below is a list of some of the volunteer jobs available at CCHS:

Administrative/Office Assistant

Adoption Counselor

Animal Transporter/Pet Taxi

AniMeals Pet Food Bank

Board of Director Member

Community Outreach

Foster Home Provider

Fundraising

Kitty Corner

Marketing/Outreach

Spay/Neuter Assistance Program (SNAP)

In addition to the jobs described, Contra Costa Humane Society also has other volunteer project based tasks and opportunities available. These responsibilities may include:

Helping at fundraising and adoption events

Grant research and proposals

Construction and maintenance

Website and Social Network Contributor

Tech Support

Public Speaking

Newsletter Contributor

Topic Researcher
General Office Work

Please note on your volunteer application if any of these areas are of interest to you.

Please tear off this page, sign and return it to CCHS along with your completed Volunteer Application and Liability Waiver.

Volunteers will also be asked to complete an Emergency Contact Form (including copies of current medical card) as well as a if you are using your personal vehicle to conduct business on behalf of CCHS a Vehicle Insurance Information Form (including a copy of vehicle proof of insurance and driver's license).

The CCHS Volunteer Coordinator will contact you shortly to follow-up.

Thank You!



Acknowledgement of Receipt of Contra Costa Humane Society Volunteer Manual

I acknowledge that I have received a copy of the Contra Costa Humane Society Volunteer Manual. I agree to abide by the rules and guidelines included in the manual. I further agree to comply specifically with the Standards of Conduct.

Print Name _____

Signature _____

Date _____

If under 18 years of age, please include a signature of your parent or guardian:

Signature _____

Date _____