



VOLUNTEER MANUAL

Revised 03/2016

THANK YOU!

On behalf of Philadelphia's animals,
thank you for volunteering!

ACCTPHILLY.ORG

267-385-3800

Disclaimer

Purpose of Volunteer Policies

Animal Care and Control Team (ACCT Philly) volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in ACCT Philly's Volunteer Program. These policies are intended to clarify the roles and responsibilities of volunteers and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of ACCT Philly. ACCT Philly reserve the right to change any volunteer programs or policies at any time.

Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures apply to all ACCT Philly volunteers, at all sites of operation.

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Welcome!

Thank You

Welcome and thank you for volunteering at ACCT Philly! As a volunteer you can have a significant positive impact on the lives of shelter animals. Simple actions we take for granted in our homes such as providing walks, cuddles, treats and play time are in high demand in our shelter, where more than 600 animals may be housed on any given day during our busiest months.

As a direct result of volunteer efforts, animals find homes, orphans are nursed and weaned, sick and injured animals recover and thrive, dogs and cats get to play and most importantly, lives are saved!

About ACCT Philly

ACCT Philly is the region's largest animal care and control service provider. Organized in November 2011 and assuming control of animal control operations in April 2012, ACCT Philly is a city-related, 501c3 nonprofit organization, contracted by the City of Philadelphia to provide animal care and control services. ACCT Philly was formed by the City, to serve the City and is overseen by the City of Philadelphia's Managing Director's Office.

Our animal control officers provide service to the city's more than 1.5 million residents, over 142.6 square miles, 24 hours a day, 365 days a year. ACCT Philly's facility in North Philadelphia handles more than 30,000 of the city's animals annually, from dogs and cats, to small animals, reptiles, birds and injured wildlife.

In addition to animal control and sheltering, ACCT Philly is the only shelter in Philadelphia open 365 days a year for pet adoptions. ACCT Philly also supports a foster care program where community members provide temporary homes for sheltered animals and an extensive rescue partnership program where approved rescue partners accept ACCT Philly animals into their adoption programs. Other exciting ACCT Philly programs include a food pantry for low-income pet owners, trap-neuter-return for community cats, a unique Pen Pal program to assist dogs at risk... and so much more!

ACCT Philly's mission is to provide shelter, care and life saving efforts for homeless, abandoned, and abused animals and protect the health, safety and welfare of the citizens of Philadelphia, providing a benefit to all of the citizens of the City regardless of race or economic status.

Five Freedoms

The welfare of an animal includes its physical and mental state and we consider that good animal welfare implies both fitness and a sense of well-being. Any animal kept by man, must at least, be protected from unnecessary suffering.

1. FREEDOM from hunger and thirst; by ready access to fresh water and diet to maintain health and vigor.
2. FREEDOM from discomfort; by providing an appropriate environment including shelter and a comfortable resting area.
3. FREEDOM from pain, injury or disease; by prevention or rapid diagnosis and treatment.
4. FREEDOM to express normal behavior; by providing sufficient space, proper facilities and company of the animals own kind.
5. FREEDOM from fear and distress; by ensuring conditions and treatment which avoid mental suffering

Hours of Operation

Adoptions

Monday – Friday: 1pm – 8pm

Saturday, Sunday & Holidays: 10am – 5pm

adopt@acctphilly.org

Animal Receiving

Monday – Friday: 11am – 7pm

Saturday, Sunday & Holidays: 11am-5pm

customerservice@acctphilly.org

Lost and Found Visiting Hours

Monday – Friday: 8am – 8pm

Saturday, Sunday & Holidays: 8am – 6pm

Lobby Hours and Volunteer Hours

Monday – Friday: 8am – 8pm

Saturday, Sunday & Holidays: 8am – 6pm

Animal Control Services

Available 24hrs a day for emergencies

267-385-3800x600

Lifesaving Department (Foster & Transfer Partners)

Monday – Friday: 12noon – 8pm

Saturday, Sunday & Holidays: 9am – 6pm

Contact Information

Address: 111 West Hunting Park Ave, Philadelphia, PA 19140

Phone: 267-385-3800

Website: www.acctphilly.org

General Email: info@acctphilly.org

Supporting ACCT Philly

ACCT Philly's lifesaving work with animals is supported through the generosity of thousands of donors each year. There are many ways you can support ACCT Philly beyond your volunteer service including:

- Make a donation via: acctphilly.org/how-to-help/donate/
- Become a Monthly Sustainer with automatic, monthly donations at: acctphilly.org/how-to-help/sustainers/
- Honor a friend or a loved one with a gift in their name at: acctphilly.org/how-to-help/memorial-gifts/
- Donate every time you shop online through igive.com/acctphilly
- Donate a vehicle by visiting donationline.com and selecting Animal Care and Control Team as your organization of choice
- Donate a Kuranda Brand dog or cat bed via: kuranda.com/donate/8348
- Follow us on Facebook, "like" and share our stories with your friends: facebook.com/acctphilly

- Follow us on Twitter at: twitter.com/acctphilly
- Purchase one of the many items on our amazon wishlist at: <http://www.acctphilly.org/how-to-help/wish-list/>
- Check out all of the other ways you can support ACCT Philly under the “How to Help” tab at www.acctphilly.org

Remember:

If you can't adopt, foster
If you can't foster, volunteer
If you can't volunteer, sponsor
If you can't sponsor, donate,
If you can't donate, educate!

Departments

There are four departments overseeing all program at ACCT Philly:

<u>Sheltering Services</u>	<u>Client Services</u>	<u>Life Saving Services</u>	<u>Field Services</u>
Animal Care Veterinary Care	Customer Service Licensing Lost and Found	Adoptions Foster Care Community Programs Events & Volunteering	Animal Control Service Code Enforcement

ACCT Philly's Primary Programs

Dog Programs

ACCT Philly is contracted by the City of Philadelphia to hold unwanted and stray dogs that come from within the city limits. Dogs owned or found outside of the city are the responsibility of other neighboring animal control providers. Philadelphia law prohibits dogs from roaming off-leash. A dog running loose is considered "at large" and "stray" if an owner can't immediately be identified.

ACCT Philly also holds dogs for other reasons under the instruction of different City departments such as under quarantine for the Health Department or for the Police Department for police activities. All dogs not being detained for a required "hold" purpose are available for qualified rescue partners to transfer into their own adoption programs. A fee may or may not be charged depending on the likelihood for euthanasia for each individual dog.

Dogs are made available for adoption to the public. Unlike intakes, there are no residency restrictions for adopters or rescue partner agencies.

Cat Programs

ACCT Philly is contracted to house unwanted cats that come from within the city limits. Just as with dogs, cats owned or found outside of the city are the responsibility of other neighboring animal control providers. Philadelphia law allows for owners to keep cats outdoors or as indoor/outdoor pets. ACCT Philly will accept sick or injured cats but healthy cats should be left in their home neighborhood to return home on their own.

ACCT Philly also holds cats for other reasons such as under quarantine for the Health Department. All cats not being detained for a required "hold" purpose are available for qualified rescue partners to transfer into their own adoption programs. Cats are also made available for adoption to the public with no residency restrictions.

Cats entering ACCT Philly who are determined to be feral, outdoor or community cats, and are medically evaluated as qualified for release, will be sterilized (spayed or neutered), ear-tipped vaccinated and returned to their home neighborhood.

Other Animals

ACCT Philly responds to requests for service regarding injured & immobile wildlife, reports of illegal animals being kept as pets or offered for sale, and wildlife presenting in immediate danger to health or safety such as wild animals inside of a home. ACCT Philly will not pick up wild animals that are not confined to a humane trap or a room, they will not pick up animals that are inside of a residence's walls, ceiling, crawl spaces, etc. Other animals are available to qualified rescue partners or for adoption when allowed by law as they are available.

Dog & Horse Licensing

ACCT Philly manages the dog and horse licensing programs for the City of Philadelphia and encourages all city residents to obey the law and visit www.phillydoglicense.com to license their dogs.

Code Enforcement

ACCT Philly Animal Control Officers enforce City of Philadelphia ordinances or "codes". The penalties for violating Philadelphia's City Codes include tickets and fines payable to the City of Philadelphia.

Carriage Trade

ACCT Philly is involved, along with multiple other City departments, in the monitoring and licensing of the carriage horse operations and stables.

Lost & Found Reports

ACCT Philly maintains a lost and found database for pets as well as a lost and found Facebook page for Philadelphia and the immediate surrounding region: www.facebook.com/LostAndFoundPhilly

What ACCT Philly Doesn't Do

ACCT Philly is not a wildlife rehabilitation facility. We can refer you to The Schuylkill Center for wildlife rehabilitation questions or information: www.schuylkillcenter.org or the Pennsylvania Game Commission for more information: 111.pgc.state.pa.us

ACCT Philly is not authorized by law to investigate or prosecute animal cruelty complaints. In Philadelphia the Pennsylvania SPCA conducts humane law enforcement investigations and accepts reports of abuse or neglect: www.pspca.org

ACCT Philly does not have the legal authority to enter private property without permission or authorization, seize privately owned animals, obtain warrants, or make arrests.

ACCT Philly is not affiliated with The Schuylkill Center of the Pennsylvania SPCA.

Help Wanted

How YOU can help at ACCT Philly!

Volunteers are essential to providing ACCT Philly animals enrichment opportunities, promotions, and offsite outings! We need your help in every single department of the shelter.

- Dog walking and socialization
- Cat socialization
- Volunteering at offsite adoption centers for cleaning, feeding, and processing adoptions
- Assisting with housekeeping and light cleaning
- Refilling water bowls, or distributing toys, and/or blankets
- Creating kennel enrichment toys for dogs and cats
- Participating in Project P.E.T. training classes to help dogs learn basic manners
- Bathing and grooming animals
- Bottle feeding or hand feeding orphaned/sick kittens and puppies
- Acting as a liaison for ACCT Philly at special events
- Assisting with the Low Income Pet-Food Pantry
- Performing general office duties, filing, data entry and mailing
- Serving as a volunteer adoption counselor
- Taking photographs and writing bios for adoptable animals for online promotion
- Fostering animals
- Transporting animals
- Assisting with our Lost & Found Facebook Page
- Serving as a volunteer veterinary nursing assistant with special training or previous experience

Volunteers must be at least 16 years of age to participate in the program.

Volunteer Programs

Community Programs

Events Team

The ACCT Philly Events Team is comprised of volunteer and staff members who schedule, organize, and attend onsite and offsite adoption and community events. ACCT Philly volunteers attend offsite adoption events at local pet stores every weekend of the year, spreading awareness of ACCT Philly and promoting animals in our care.

ACCT Philly focuses on attending adoption events that are open to same day adoptions, whether they are local or in another state.

ACCT Philly Pet Food Pantry

The ACCT Philly Pet Food Pantry is a service available to low-income pet owners in the City of Philadelphia who need help feeding their pets. The ACCT Philly Pet Food Pantry, through the Life Saving & Prevention Department, collects donations of wet and dry cat and dog food and makes that food available, free of cost, to low-income pet owners.

The ACCT Philly Pet Food Pantry is held on the first and third Saturdays of the month from 12pm to 2pm from September to May, and 9am to 11am from June to August. It is staffed by volunteers who help screen new applicants and distribute food to clients.

Promotions Team

Do you enjoy taking photographs of animals? Can you write that perfect one paragraph bio that saves an animal's life? We always need volunteers to take photos and write these bios! Petfinder.com and Craigslist are two popular websites where potential animal adopters go to search for their perfect pet. Many people visit these sites every day to "look at" animals available for adoption before even arriving at the shelter. For more information about helping the promotions team, contact petfinder@acctphilly.org.

Mentors

ACCT Philly Mentors are experienced volunteers who assist persons that have recently attended volunteer orientation. The Mentor Team assists new volunteer with becoming more comfortable with animal handling, shelter-related policies, social media usage, and also address potential emotional experiences. They share their experience and emotional coping strategies, along with various skills that they've gained via hands-on learning at ACCT Philly and beyond.

Canine Volunteer Programs

Kennel Enrichment

The Kennel Enrichment team meets twice weekly to create kennel enrichment toys for ACCT Philly dogs. Their main recipes are “food bars” and frozen Kong toys, but they also create specialty foods like “pup cones” from time to time. No experience needed, just join the Team!

Pen Pal Program

ACCT Philly has a number of dogs who have been waiting longer than others for an adoptive home. These dogs are smart, loving, healthy, behaviorally adoptable dogs who, after spending so long in the shelter environment, need extra help getting adopted. The Pen Pal Program aims to improve the quality of life for these dogs and prioritize their adoption. The Pen Pal Program pairs volunteers up with a dog to focus on marketing, socialization, and post-adoption support. It’s a great opportunity for volunteer who cannot foster. Similar to the traditional foster care program, Pen Pal volunteers are instrumental in finding an adoptive home for their dog (with assistance from the Life Saving office) and stay committed by working with their Pen Pal dog until it is adopted. Committing to the Pen Pal Program includes at least two visits each week with their Pen Pal dog for at least 45 minutes, meeting behavior plan benchmarks, marketing the dog for adoption, providing post adoption support, and attending one offsite activity each month. If you are interested in joining the team, please email penpals@acctphilly.org

Canine Foster Program

The primary reason for foster care is to provide temporary homes for dogs and cats due to overcrowding in the shelter, or for animals whose current conditions are not manageable in a shelter setting. Foster care is needed for healthy, sick and injured dogs of all sizes, and breeds, and for litters of puppies too young for adoption.

Project P.E.T.- Positive Enforcement Training Workshops

The Project P.E.T. Volunteer Dog Training Workshops were created to demonstrate handling techniques and positive, reward-based commands to volunteers at all levels of experience. Instructors address specific questions pertaining to kennel exit/entrance, leash biting behavior, canine body language, etc. Dates and times are announced via the official ACCT of Philadelphia Facebook Page.

Group Walks

Weather permitting, volunteers can choose a dog to take on a group walkalong to Hunting Park with the ACCT Philly staff and other volunteers. This is good to find out more about the dog's behavior around other dogs, help with a dog's kennel stress, and increase ACCT Philly's visibility in the surroundings area. **Group Walks are only available to BLUE Lanyard volunteers.**

Canine Adoption Events

ACCT Philly has several offsite adoption events a month where dogs can attend with volunteer handlers. Dogs must be altered, microchipped, free of communicable illness, behaviorally evaluated, and be able to be handled appropriately around other dogs.

For more information about any of our canine specific programs you can contact our Canine Programs Coordinator at keith@acctphilly.org.

You can also access more information on the programs once you have been accepted to the corresponding groups. (ACCT Philly Dog Foster, Official ACCT Philly, Pen Pal, etc)

Feline Volunteer Programs

Kneady Cats Club

ACCT Philly often has a number of cats who have been waiting longer than others for an adoptive home. Often these cats are adults, loving and sometimes friendly, but who may not appear as adoptable when first approached. These residents might exhibit depression, and become shy or withdrawn, impeding their chances at adoption. The Kneady Cats Club aims to improve the quality of life for these cats and prioritize their adoption. Volunteers will pair with an adult cat at ACCT Philly who will be their “Kneady Cat”. This special relationship will involve spending time with kitty, getting to know his/her personality, socializing and helping the cat relax while being handled! Volunteers will be the primary advocate for their Kneady Cat, so that their special cat has some extra help getting adopted.

Feline Foster Program

The primary reason for foster care is to provide temporary homes for dogs and cats due to overcrowding in the shelter, or for animals whose current conditions are not manageable in the shelter setting. Foster care is needed for healthy, sick and injured cats and for litters of kittens too young for adoption. Feline Foster parents are needed for both longer-term and shorter-term periods of time. ACCT Philly uses short-term fostering to hold healthy, behaviorally sound cats and kittens for a brief period of time before they are placed at offsite adoption locations like PETCO stores, transported to out of state rescues, or arrive at offsite adoption events.

TTA- Time To Adjust

ACCT Philly has a number of cats surrendered every day that are very scared here in the shelter and need some more time to settle in. When space allows in our slower months we place them in a Time To Adjust room and give them some time to decompress. We also have volunteers spend some time with them and work to get them more comfortable with new people and new environments.

Neonates

ACCT Philly receives orphaned neonatal kittens throughout the year. Most of our neonates arrive in the spring and summer time and that is when we need the most volunteers. Neonatal kittens require regular feeding and stimulation to eliminate every 2 hours. Volunteers are vital to caring for these young ones until a foster or rescue can be brought in to take them home.

Feline Adoption Events

ACCT Philly has several offsite adoption events a month where cats can attend with volunteer handlers. Cats must be altered, microchipped, and free of communicable illness.

For more information about any of our canine specific programs you can contact our Feline Programs Coordinator at tammy@acctphilly.org

You can also access more information on the programs once you have been accepted to the corresponding groups. (ACCT Philly Cat Foster, Official ACCT Philly, Kneady Cats, etc)

Medical Volunteer Programs

Isolation Cats

We often have cats that are housed in our isolation room. These are cats that have a variety of contagious illnesses that prevent them from being able to be on the adoption floor, but who haven't found foster or rescue care yet. These cats are often in need of some serious TLC and would benefit from some extra attention. ISO volunteers would assist with cleaning cages, providing fresh water and bedding, and giving them some extra love.

ISO Volunteers should bring an extra set of clothes to change into after interacting with these sick kitties so that they don't pass on any illness to our other residents or your own pets.

Clinic

Clinic volunteers are able to assist our vet nurses in clinic with our foster pets and any pet adopted from one of our facilities within the past 48 hours. Clinic volunteers can assist with filling vaccine syringes, weighing animals, and other tasks assigned by the vet nurse in clinic that day.

Volunteers must complete 10 hours of ISO specific service or have successfully fostered a medical case animal in order to assist in Clinic if they are not a registered Veterinary Technician.

Surgery

Volunteers may assist in surgery after completing 10 hours as a clinic volunteer. Volunteering in our surgery suite is not a role for the squeamish and should be carefully considered. While volunteers will assist with side tasks such as cleaning surgical instruments, cleaning cages and traps, drawing vaccines, feeding post-recovery surgery patients, and wrapping surgical instruments they will likely be exposed to bodily fluids and witness surgeries taking place.

***Volunteers for Clinic or Surgery need to be preapproved and scheduled by the volunteer coordinator and the vet services manager.**

Offsite Volunteer Opportunities

Offsite Adoption Locations

The Feline Only Adoption Locations are PETCO:

- Andorra
- Aramingo
- Willow Grove
- Bensalem
- Brooklawn
- Grant

At all of our offsite adoption locations there is a need for assistance with cleaning of the cat's and dog's kennels, socializing the residents, and taking the dogs for walks through the store. They also need assistance with processing adoptions at all of their locations. You would need to coordinate with the

volunteer coordinator and the Manager of that location to set up a time to receive training in your chosen task.

- First shift during the week is from 11-1. Volunteers during these hours are responsible for cleaning cages, feeding the cats, and socializing them. You want to make sure the cats all get a good start to their day and look their best for when people come in looking to adopt.
- Second shift is from 6-8 includes these same tasks along with processing feline adoptions. If you are interested in becoming an adoption volunteer you will need additional training by an experienced volunteer.

On the weekends, all volunteers need to be trained to process adoptions.

- Volunteers on the weekends can either volunteer for an entire day from 11-3 or split the shift with another trained volunteer. Weekend volunteers have all of the same responsibilities as weekday volunteers such as cleaning, feeding, and socializing the cats.

Volunteers at all of our PETCO locations need to commit to a set schedule to ensure that all of these cats are cared for. If you have to miss one of your scheduled shifts you can post to our volunteer groups to see if anyone can cover your shift.

For more information on the PETCO cat adoption centers you can contact Nate at nate@acctphilly.org.

EAC

The **Everyday Adoption Center** at the PetSmart in Plymouth Meeting houses both cats and dogs. The volunteer tasks at the EAC are very similar to those here at ACCT Philly's main facility. Volunteers are needed to consistently walk the dogs around the store, socialize the cats, provide kennel enrichment for cats and dogs, cleaning, and laundry.

For safety and insurance reasons dogs can only be walked inside of the store. Dogs should be brought into the playrooms to use the bathroom before they are walked. If a dog eliminates outside of the kennel please clean everything up promptly.

Volunteering

Important Things to Know

Orientation and Training

To become a volunteer for ACCT Philly, register through ACCT Philly's website. Basic orientation and training is conducted at ACCT Philly's facility or at an individual adoption center throughout the region.

To volunteer at the ACCT Philly shelter you will need to attend orientation and training provided at the shelter facility to review basic, relevant information to volunteering.

To volunteer at an off-site adoption center, including PETCO/PETSMART locations, you will need to complete orientation and training at the adoption center where you will be volunteering. These trainings are arranged one-on-one with the ACCT Philly staff representative for the store.

Advanced volunteer training, for volunteers who want to expand their knowledge and abilities, is provided at the ACCT Philly facility. To qualify for advanced training volunteers must have completed a minimum of 80 hours of total volunteer time and 14 weeks of volunteer service. Advanced training times are announced as they become available in weekly emails to all active volunteers.

Additional training is required to assist with neonatal kittens and TTA cats.

Advanced training is required for Blue Lanyard Volunteers who want to assist with behavior evaluations.

Manuals & Handbooks

Many volunteer assignments have manuals or other materials with specific information on that assignment. A complete selection in PDF format is available at: www.acctphilly.org/volunteermaterials or physical copier are available at the volunteer information station at the shelter facility.

General Information

Familiarize yourself with, and abide by, all ACCT Philly policies and procedures as presented during orientation, during other trainings, and in written materials provided by ACCT Philly.

Carry out instructions by staff members as requested.

Be mindful of staff time and responsibilities, and do not disrupt staff work.

Keep your contact information, including your emergency contact information, up-to-date at all times for your safety and review your information at least annually for accuracy.

Complete all waivers and releases, including the general waiver and release, as required by your volunteer assignments before performing any volunteer work.

Dress Code

- Volunteers must be easily identifiable to others. Therefore, volunteers must wear their lanyard and name badge at all times.
- Long pants are required to work with animals. Shorts, skirts and other garments that expose portions of the leg to potential scratches and scrapes may not be worn while working with animals.
- Volunteers must wear closed toe shoes: sandals, flip flops and other open shoes are prohibited.
- Unprofessional clothing such as excessively short, tight or revealing items, midriff tops and clothing that includes offensive language, alcohol or tobacco logos are prohibited.
- For your safety, excessively loose-fitting clothing and hoop or dangling jewelry is prohibited while working with animals.

Recording Hours

For multiple reasons, including our ability to qualify for certain grant funding as well as the requirements of our insurance coverage

All volunteers must sign in and out when entering and leaving the building.

If you forget to record your volunteer hours please email volunteer@acctphilly.org so we can add the hours to our system.

Lanyard Identification System

ACCT Philly uses a multi-colored lanyard system to identify authorized visitors within the building.

- Green Lanyards identify general volunteers

- Blue Lanyards identify experienced volunteers who have received advanced training
- Red Lanyards identify rescue partner representatives

If your lanyard/name tag breaks or goes missing see Kelsey or Allegra for a replacement.

Off-Limits Areas

Certain areas are, or may be, deemed EMPLOYEE ONLY areas for reasons of safety, security or disease control, ACCT Philly staff utilizes federally controlled substances for certain veterinary procedures in specific areas of the shelter. As a result, volunteers are restricted from these areas unless assigned and authorized to be there.

- Volunteers are not permitted in the euthanasia room.
- Volunteers may not enter the surgical suite unless assigned there.
- Volunteers may not enter any room marked EMPLOYEE ONLY or STAFF ONLY.

Animal Handling

- Volunteers must walk dogs in the appropriate area outside the shelter and you must use an approved slip leash.
- Volunteers are allowed to handle behaviorally evaluated dogs and medically evaluated cats in the adoptions areas only.
- Volunteers should use caution when handling ALL animals. Animals in the shelter may act quite differently than your pets at home and may Act in ways that are unexpected to volunteer handlers.
- Volunteers should follow all disease control instructions provided by staff including wearing disposable gloves where required.
- Cell phones, head phones, smoking and other distractions are not allowed while handling dogs. While walking, visiting or playing with a dog, your full attention should be on that dog at all times.
- Volunteers must clean up after dogs while walking and must leave dog yards neat and orderly, including gathering and storing all toys when done.
- Volunteers must wear closed-toed shoes while working with animals (see Dress Code)

Toys and Bedding

Only Kong toys are allowed to remain with dogs in their kennel for their safety, no rawhides, toys, chews, etc.

Stuffed blankets are not allowed in dog kennels for safety reasons.

Dogs should be left with one blanket or sheet in their kennel, not multiple blankets per kennel.

If we are lacking in supply of clean blankets bedding should be reserved for fearful, sick or older dogs.

Younger, anxious, or high energy dogs typically shred the bedding and can hurt themselves and clog the kennel drain system.

Accident Reporting

All injuries and accidents must be reported immediately to a supervisor or manager so that the appropriate accident forms may be completed, including a bite report, as required to be filed with the Health Department, when an animal bite occurs. Failure to report an injury or accident will result in termination.

If you are bitten or scratched, wash the injured area with soap and water immediately and contact a supervisor. If the skin is broken or you have concerns, see your physician immediately.

Zoonotic Disease

Zoonotic diseases are those that can be transmitted from animals to humans and may be introduced or present in the shelter at any time. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and anthropods. The most important means to preventing disease transmission include: washing hands frequently (especially before eating or smoking) wearing long-pants and closed-toed shoes, wearing gloves when handling litter pans, food or water dishes or when cleaning up feces, urine or vomit and staying up-to-date with tetanus vaccinations. Persons with suppressed immune systems or other medical conditions may be more susceptible to zoonotic disease. If you have questions or concerns, we urge you to speak with your physician about your risks.

Euthanasia

Euthanasia occurs at ACCT Philly and volunteers should be prepared to work in an environment where they will encounter animals facing euthanasia (death). It is ACCT Philly's goal to find a live release option for all animals entering the shelter and euthanasia is a decision that is not taken lightly. Animals are selected for euthanasia who have a medical or behavioral issue that may cause them to be less likely to be adopted, in conjunction with the need for housing space for incoming animals. This means that animals considered savable, having treatable or manageable conditions, may be euthanized (killed).

Animals may also be selected when:

- They present an imminent safety risk to staff, volunteers or visitors;
- Have a medical condition that ACCT Philly does not have the ability to treat or manage;
- Have a condition that is highly contagious and a risk to other animals in the shelter;
- Are at the end of their life or have an irremediable medical condition or injury as determined by veterinary staff.

Please show consideration to the shelter staff who are directly involved with making these difficult decisions. If you have a question about euthanasia or the selection process, please speak with the Operations Director.

If you are not comfortable in this atmosphere, supporting ACCT Philly as it works towards a day when the needless killing of savable animals is ended, this may not be a positive volunteer experience for you. We encourage you to explore the volunteering options at one of the many other deserving animal shelters or rescue organizations in our region.

General Conduct

Respectful Behavior

As a member of the ACCT Philly Team, you are a representative of the ACCT Philly brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and staff. Disrespectful or unprofessional behavior, harassment (sexual or otherwise), threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. The code of conduct applies

to online and/or written material as well as personal interactions with staff, other volunteers and members of the public.

Non-Judgmental Policy

ACCT Philly's clientele is widely diverse in race, native language, socio-economic status, education, background and other factors. ACCT Philly maintains a policy of treating all clients with respect and accepts that most people love their pets, even if they do not have the same resources to care for them as other residents of our city. As an ACCT Philly volunteer you will be asked to set aside all negative assumptions you may have about owners of unaltered pets or whose pets are not living in conditions, or are being cared for in ways, that you are accustomed to keeping pets. The assumption that owners of unaltered pets or those whose pets are living in what you feel are less than ideal conditions, are irresponsible or uncaring is generally inaccurate.

Confidentiality and Privacy Policy

ACCT Philly volunteers may have access to confidential information (e.g. name, address, financial information) about the organization's clients, donors, fellow volunteers, and adoptive families. It is of the utmost importance to ACCT Philly that this information is maintained at the highest degree of confidence, and that it is accessed only on a need-to-know basis. Any personal information regarding the former owner, adopter, or rescue partner for an animal can only be released by a manager. No physical documents can be turned over without a subpoena, which is handled by the Director of Field Operations. For that reason, a volunteer's unauthorized use of confidential information may be cause for termination.

Parking

The front parking lot is for the use of our public guests. Volunteers may park in the back employee lot or utilize on-street parking on Hunting Park Avenue.

Personal Phone Calls

Personal phone calls using ACCT Philly's phone system are discouraged except in emergency situations. These calls, when necessary, should be brief and not tie up our phone system.

Tobacco Free Workplace

ACCT Philly is dedicated to providing a healthy, comfortable and productive work environment for our employees, volunteers and visitors. As such, smoking is not permitted in any enclosed company facility or vehicle. Smoking is prohibited while handling animals.

This policy applies to all employees, volunteers, clients, contractors and visitors. Smoking shall be permitted in designated smoking areas, at a reasonable distance (e.g. 25 feet or more) outside any enclosed area where smoking is prohibited so as to insure that secondhand smoke does not enter the area through entrances, windows, ventilation systems, or any other means.

Prohibited Conduct

The following conduct is prohibited at all time:

- Causing injury, distress, death or the inappropriate handling of an animal;

- Horseplay or behavior that endangers other persons or property;
- Deliberate or careless damage of property of ACCT Philly or other persons;
- Disregarding safety or security policies; unsatisfactory performance, “cutting corners” or otherwise not following procedures;
- Theft, attempted theft, removal, or unauthorized use or possession, of property of ACCT Philly (including sheltered animals) or other persons including items found on the premises;
- Giving ACCT Philly merchandise or services at a discount or free of charge without authorization;
- Solicitation or accepting compensation from other volunteers, clients or others, i.e. monetary “tips”, “gifts”, “gratuities”, products or services;
- Bringing or using alcoholic beverages on ACCT Philly property, or using alcoholic beverages while engaged in ACCT Philly business on ACCT Philly’s premises except where authorized;
- Possession or use of illegal drugs;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Unauthorized possession of weapons on ACCT Philly premises (or while conducting ACCT Philly business offsite) while volunteering;
- The commission of a crime or engaging in criminal conduct while on ACCT Philly property, or while conducting ACCT Philly business offsite;
- Engaging in any behavior that recklessly or willfully violates the rights of others while on ACCT Philly property or while conducting ACCT Philly business offsite;
- Conducting personal business while volunteering.

Company and Personal Property

Equipment provided to you by ACCT Philly should not be used for personal use, sexual or otherwise, and ACCT Philly will not tolerate any such conduct or behavior. ACCT Philly intends to provide an environment for staff, volunteers and visitors that is pleasant, professional and free from intimidation, hostility or other offenses which might interfere with the performance of ACCT Philly’s day-to-day activities. Unlawful harassment of any sort – verbal, physical, visual – will not be tolerated.

Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to a supervisor. When management becomes aware of the existence of harassment, it is obligated to take prompt and appropriate action.

Working with ACCT Philly

News Media Requests

ACCT Philly is in the news regularly, and sometimes representatives from the media will ask volunteers for interviews or information while they are on duty. Volunteers should inform the media representative that they are a volunteer and cannot speak on behalf of the agency then direct the media request to the manager or supervisor on duty. Volunteers+ should take care not to present themselves as representatives of ACCT Philly. The term “media” includes all TV, radio, film, video, Internet, or other outlets, as well as reporters, producers, photojournalists, filmmakers, and anyone else associated with these media.

Brand Use & Social Media

ACCT Philly understands that many of its volunteers have personal blogs, Facebook accounts and other social media profiles or accounts. To ensure that information is not misinterpreted as official ACCT Philly communications, ACCT Philly's logo may not be used by volunteers or others, as a part of an identity photo for any social media account, website, blog or other communications. Likewise, ACCT Philly's name may not be used in or as a part of personal email addresses created at Gmail, Hotmail or other free email services because it may be misinterpreted as an official ACCT Philly email communication by the receiver. The ACCT Philly name and logo may only accompany official ACCT Philly communications.

Representation of ACCT Philly

- Volunteers should take care not to present themselves as representatives of ACCT Philly and may not:
- Enter or make any contractual or financial agreements or obligations on behalf of ACCT Philly
- Use ACCT Philly's logo or name on printed or electronic materials without permission
- Fundraise using ACCT Philly's name, logo or public materials such as photographs or videos
- Make any public statements, written or verbal, appearing to represent ACCT Philly
- Lobby individuals, groups, organizations, government bodies or elected officials on behalf of ACCT Philly

Photographs & Video

Periodically, volunteers are asked by ACCT Philly staff or representatives to be included in photographs and/or video for marketing purposes; agreement for the use of your image is implied as part of your volunteer agreement. In addition, volunteers may be asked to take photographs or video for marketing purposes. Volunteer photographers and videographers waive all right to compensation for work produced for ACCT Philly or on ACCT Philly property.

Resignation and Termination

We hope that you find your volunteer experience challenging and enjoyable and that you will remain with us for many years. If you do find it necessary to resign your volunteer assignment, please contact the Volunteer Coordinator or the direct program manager to notify them of your plans. We understand that the ability and desire to volunteer changes throughout a person's lifetime and we promise to support your decision.

On occasion we find it necessary to ask volunteers to leave our service. We reserve the right to terminate a volunteer's service for any reason including, but not limited to, violation of policy as outlined in this manual, volunteer trainings or subsequent communications.

Service of volunteers is at the sole discretion of ACCT Philly. Volunteers who fail to meet the standards of the organization of their individual program may be coached, counseled and/or released from service. ACCT Philly may, at any time and for whatever reason, decide to release a volunteer or terminate a volunteer program.

When our system shows three months or more of inactivity you may be removed from the system. If you plan on taking a leave of absence please inform the Volunteer Coordinator.

Addressing Questions or Concerns

If you have a question or concern while volunteering, you are encouraged to speak with the manager who directly handles the program or responsibility you are working on. Given that ACCT Philly is open seven days a week, there are days when your direct manager may be unavailable.

