



# Volunteer Handbook



**Volunteers and staff...**

**We are stronger together!**

**Together we make a difference!**



## Meet your Volunteer Coordinator

Hello and welcome to the volunteer team here at the Cheyenne Animal Shelter. My name is Austin Coward and I am the Volunteer and Community Engagement Coordinator here at CAS. I have had a lifelong passion for animals and working at the shelter is my dream job. I started as a volunteer, moved to the board of directors, and then was hired to my current position. Because I started as a volunteer, I understand the hard work and dedication it takes to be a volunteer.

As the volunteer coordinator my job is to advocate for you volunteers, ensure you are appreciated for your hard work, and help you grow as a person and in our organization. As a former volunteer, I recognize the commitment it takes to give your time to the shelter and I want to make sure you feel fulfilled and appreciated. I have an open-door policy and am always available for your questions and concerns. Your feedback is crucial to the success of the volunteer program and goes a long way as we grow and expand our program and our volunteer opportunities.

Thank you for your commitment to the betterment of our community and your service to the animals in our care. You are our greatest advocates and your selfless service changes the lives of so many people and animals in Cheyenne and beyond. You speak for those who cannot speak for themselves and no matter the job you do you are making a difference.

My contact information is posted below. I look forward to getting to know each and every one of you and I thank you for choosing to give your time to the Cheyenne Animal Shelter

Cheers,

Austin Coward

Email: [acoward@caswyo.org](mailto:acoward@caswyo.org)

Direct Phone: (307) 365-6638

# For New Volunteers

Thank you for your interest in volunteering with us at the Cheyenne Animal Shelter. Please jump directly to the [Volunteer Orientation](#) section of the Handbook. The orientation slideshow will give you a basic roadmap for volunteering here at the Cheyenne Animal Shelter.

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# About the Cheyenne Animal Shelter

## Mission

Cheyenne Animal Shelter's mission is to enhance the quality of life for animals and people through compassion, respect, and education.

## Vision

The vision of the Cheyenne Animal Shelter is to unite people, pets, and our community in preserving and enhancing the human-animal bond. Through its partnerships, activities, and expertise, the Shelter will succeed in broadening the scope of its services and resources. Sheltering, advocacy, and education will drive our activities, resulting in a healthier, more connected, and compassionate community.

## Values

### Teamwork

Understand the organization's mission, vision, and strategic priorities. Set aside personal ego or motivation for the organization's and others' good. Demonstrate consistent awareness and responsiveness to the needs of team members, animals, patrons, and facilities. Communicate often and openly.

### Human-Animal Bond

Recognize and celebrate the extraordinary importance of people's relationships with their pets. Make every effort to preserve and enhance existing bonds and help to create new and lasting ones. Understand and nurture companion animals' physical and emotional needs and work to reduce their fear, anxiety, and stress. Spread compassion through the continued demonstration of empathy, kindness, and care.

### Accountability

Take personal pride and ownership in the success of the organization. Proactively pursue knowledge and skills, adhere to policy and procedure, claim mistakes, and learn from them. Demonstrate integrity in daily habits and presence. Follow through and ask for help when needed. Practice transparency in all things, including decision-making, financial and programmatic reporting, and external communications.

## Collaboration

Cultivate a deep understanding that the shelter's mission and vision cannot be carried out alone. Recognize that our field shares openly, exchanging ideas and practices, and participating accordingly. Actively pursue opportunities to serve the community, contribute knowledge or resources, and learn from others. Be generous with time and spirit.

## Inclusivity

The Shelter is welcoming for people, pets, and community. Work to understand and accept people's differences and honor others as they are. Encourage dialogue and innovation, take risks for the organization's purpose and advancement, demonstrate courage, and practice compassion for all.

## Respect

We are each uniquely responsible for the success of the organization. Honor the workplace culture by developing habits to promote emotional and physical well-being such that we can give our best to others. Refrain from negative behaviors and welcome timely, productive feedback and open communication. Strive to create meaningful interactions for patrons and work to ensure that people are treated with appreciation and dignity.

## History

The animal shelter idea was started as a non-profit 501c3 in 1970 by 10 Cheyenne community members. This shelter was started with \$1,500 and at a "secret location" on Happy Jack. Interesting fact, the phone number that was given to the shelter in 1970 (307-632-6655) remains the Shelter's phone number to this day.

In 1973 the Cheyenne Animal Shelter took over control, operation, and responsibility of the City Dog Pound to provide housing for lost or unwanted animals. Under the Joint Powers agreement between the City of Cheyenne and Laramie County, a contract was also signed in July 1980. In 2022 the City of Cheyenne took over Animal Control but still has a contract with the shelter to house the animals.

Outgrowing the Happy Jack location, the shelter moved to a place on Parsley Boulevard in 1984.

It didn't take long to outgrow the Parsley Boulevard location. A huge undertaking was then decided...to build a new shelter on Southwest Drive. The shelter finally moved to its current location at 800 Southwest Drive in 2003.

The two former locations of the Shelter generally saw an average of 500 pets per year. At our current location, on Southwest Drive, we see on average 2,000 pets each year.



## What is a Non-Profit?

It means we are a public 501(c)3 charity that allows others to take a tax deduction from their donation to support our mission. As long as we do not deviate from our purpose or mission, we are exempt from federal income tax.

We are governed by a board of directors whose responsibilities are:

- To ensure we meet the legal requirements and that we are operating in accordance with our mission and for the purpose for which we were granted tax-exemption.
- To ensure we are well run.
- To ensure we have the money we need. This may include organizing a fundraising event or hosting a benefit.
- To enhance our public standing in the community.
- To monitor and strengthen our programs and services. They help determine which programs are effective.

## Socially Conscious Animal Community

The Cheyenne Animal Shelter is a pledged Socially Conscious Animal Community member. As such, we have committed our values and practices to the principles of the Socially Conscious Sheltering movement. We hope that others will join us in this important cause, helping to advance the compassionate care, integrity, and professionalism of the animal welfare and sheltering community. The fundamental goal of a Socially Conscious Sheltering Community is to create the best outcomes for all animals. Socially Conscious Shelters have the responsibilities to:

1. Ensure every unwanted or homeless pet has a safe place for Shelter and care.
2. Provide a favorable placement for every healthy and safe animal.
3. Assess the medical and behavioral needs of stray animals and ensure these needs are thoughtfully addressed.
4. Alleviate suffering and make appropriate euthanasia decisions.
5. Align policies with the needs of the community.
6. Enhance the human-animal bond through thoughtful placement and post-adoption support.
7. Consider the health and wellness of each animal and each community when transferring animals between communities.
8. Implement inclusive policies and practices.
9. Foster a culture of transparency, ethical decision-making, mutual respect, continual learning, and collaboration.

## Five Freedoms

Cheyenne Animal Shelter (CAS) is committed to the Five Freedoms.

Freedom from hunger and thirst by ready access to fresh water and diet to maintain health and vigor.

Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area.

Freedom from pain, injury, or disease by prevention or rapid diagnosis and treatment.

Freedom to express normal behavior by providing sufficient space, proper facilities, and the company of the animal's own kind.

Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering.

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## Programs and Services

The Cheyenne Animal Shelter is an animal welfare organization dedicated to caring for animals and assisting our community in successful animal ownership. We offer many programs to fulfill this responsibility.

### Animal Care

We provide shelter, food, medical exams, treatment, spay and neuter services, enrichment, exercise, behavior management, and socialization for the animals in our care.

### Behavior Team

The Shelter has a Behavior Team who evaluates animals to help place them in homes that fit their needs. Part of our responsibility to the community is to make sure appropriate animals are available for adoption. Behavior assessments are done on all dogs with detailed notes and waivers for each that goes home with the adopter. Waivers might include things like no cats in the home, a six-foot fence needed, no dog parks, age restrictions for children in the home, etc.

Public education is key. We strive to give every adopter the information and tools needed to have a positive, fulfilling relationship with their pet. Understanding our responsibilities and playing an active role in their life makes us a more compassionate, healthier, and stronger community.

### Lost and Found/Reclaim

The Cheyenne Animal Shelter is an open-admission shelter, which means we will take in any stray/lost animal. If an animal comes in with some form of identification/ownership (microchip, rabies tag, owner tag), we will hold the animal for five days. During those five days, we contact the owner each day to encourage them to pick the animal up. We also post a picture of the animal on our “lost” tab on our website. If the animal is not picked up at the end of the fifth day, it becomes our property. If an animal comes in without any identification, we will hold it for three days. We post a picture of it on our “lost” tab on our website. If the animal is not claimed by the end of the third day, it becomes our property. Our goal is to reunite pets with their owners who are actively looking for them. There are fees involved to reclaim a lost pet. The 3-day hold is defined by local ordinances. The 5-day hold is a courtesy the shelter extends to animals with identification.

### Adoption

The Cheyenne Animal Shelter is an open adoption shelter meaning that we strive to reduce barriers to adoption. To review the adoption process and general adoption guidelines please visit our website here:

## [How to Adopt and General Adoption Guidelines](#)

Volunteers are given a 15% discount on adoptions.

### **Microchipping**

The purpose of microchips used for pets is to provide a form of permanent identification. These microchip implants are called radio frequency identification (RFID) tags. They are tiny, about the size of a large grain of rice, and are passive. This means that they passively store a unique identification number and do not actively transmit any information. The microchip implanted in your pet has no battery and no internal power source, so it sits inertly in the dog until it is read by a microchip scanner. A microchip is not a tracking device to locate your pet.

CAS strongly encourages pet owners to have their pets microchipped and to keep that information up to date. All animals adopted through CAS are microchipped. Microchipping is so important that we also offer the community a low-cost microchip service for pets not adopted through our shelter. Anyone can schedule an appointment to have their pet microchipped.

### **Assisting law enforcement**

Animals that are seized by law enforcement for various reasons are housed at the shelter. Reasons for seizure may include bite cases, neglect, cruelty or the owner isn't able to care for the animal. These animals are not shelter property but we provide housing, food, enrichment, medical care, etc. for them until they are returned to the owner or relinquished.

### **Owner surrender**

There are many reasons a person decides to surrender to our shelter. Whatever the reason, we will take the animal. In order to surrender your pet you must make an appointment in advance. At the appointment, you will fill out background information about your pet and talk with one of our "Intake Specialists". Later the pet will go through behavior assessments, and a medical exam, and get spayed or neutered if it isn't already altered. The animal has a few options after surgery, it may stay here and get put on the adoption floor or get transferred to another shelter or rescue.

### **Rehoming your pet**

Here at the Cheyenne Animal Shelter, we know that making the choice to rehome your pet is never easy. With our Rehome Program, we hope to make that burden a little easier. We are here to help you find a loving forever home for your pet. Please follow the link below for more information on our rehoming program:

[Relinquish and Rehome Resource](#)

## Owner requested euthanasia

If a person has a pet that can longer enjoy a quality of life because of behavior, old age, illness, or injury, CAS provides a low-cost euthanasia and cremation. An appointment is needed for this service.

## Foster Program

Often we have animals brought in that are too young to survive on their own, or who are sick or undersocialized. We have a dedicated group of volunteers who foster these animals for us until they are old enough, healthy, and socialized to be put up for adoption. CAS provides all of the supplies for the animals in foster care. The fosters supply the love and attention they so desperately need. If you are interested in becoming a Foster please contact Laura, Foster Coordinator, at 370-213-3058 or [lwoeber@caswyo.org](mailto:lwoeber@caswyo.org).

## Community Cat Program

Our Veterinary team will provide this service to feral, working, and community cats (these are all cats that are undersocialized and just want to be outdoor cats) at a low cost. The cat will be sterilized, and receive a rabies vaccine, an FVRCP combo vaccine. Its left ear will be tipped to identify the cat to anyone in the area that this cat belongs outside, is spayed or neutered, and is vaccinated. Once the procedures are completed, the caregiver of the cat will release it back into the wild.

## Working Cat Initiative

Working cats are cats that come to the shelter undersocialized, feral, or just not great house cats. Just because they aren't wanting pets and hugs, doesn't mean they are a nuisance. They can still provide a great service (varmint control) to farmers, ranchers, or a shop. They go through the Community Cat Program (CCP) before they are adopted.

## Food Assistance

We offer free food to pet owners who are having a difficult time financially. An owner can use this service every 3 months if needed. The amount of food is based on the weight of the animal.

## Euthanasia

Euthanasia has been given a negative meaning in connection with animal shelters. The Cheyenne Animal Shelter does everything in its power to prevent needless euthanasia –education is key to that prevention. Our Behavior Manager and team work with our animals to ensure the best possible outcome with a forever home. We use the Five Freedoms model and our pathways planning tool to assist in euthanasia decision-making.

Sometimes, the kindest choice is the most difficult. The Cheyenne Animal Shelter offers euthanasia services to the community, usually due to terminal illness or low quality of life due to other health issues or old age. We strongly feel it is important to give our community the right to provide their pet with a humane and dignified end of life, therefore we offer these services at a low cost. The vast majority of euthanasia performed at the shelter is done as a result of this valuable community service.

### **Military/Veteran Appreciation**

We are proud of our US Military. They have given so much of themselves to help ensure our daily freedom and safety. It is our honor to assist our military in finding a companion animal with a discount on the adoption.

### **Safe Harbor (COMEA, Safehouse, Hospital)**

The Cheyenne Animal Shelter partners with other community organizations to provide shelter for owned pets in extenuating circumstances. Depending on the program, some owners are asked to pay a reduced boarding fee and have a timeline for which boarding services are offered. These owned pets are classified in our building as *Protective Custody* and will be housed on the intake side of the building –**it is very important to keep all information confidential about these owners and pets, so volunteers are asked to not photograph or interact with these pets unless assigned a duty by a supervisor. The Shelter is very proud to serve this community and provide resources to people and pets with the goal of keeping families together.**

### **Transfers**

As an open-adoption facility, the Cheyenne Animal Shelter works with a network of other animal welfare organizations both locally and regionally to intake and transfer out animals based on need. The organization will utilize transfer options that benefit the animals in our care. This resource will also be used in medical and behavioral scenarios to always work towards the best outcome. We are always in need of transportation volunteers; this includes picking up animals to bring to CAS or taking them to other organizations as needed.

# About our Volunteer Program

## Mission

The mission of the Cheyenne Animal Shelter Volunteer Program is for members of the community to interact with the daily needs of the shelter and its animals in a meaningful and compassionate way.

## Volunteer Philosophy

Volunteers embody our “People. Pets. Community” philosophy here at the Cheyenne Animal Shelter. Their selfless service is crucial to the success of our organization and we want our volunteers to feel empowered to learn, to grow, and to share their passion with others. Our volunteers are our advocates and greatest asset in the loving and compassionate care we provide to the animals in our care and our amazing Cheyenne Community.

## Goals of the Volunteer Program

- We want our volunteers to be an integral part of our organization and feel accepted as part of our team.
- Recognize passion and place volunteers where they are passionate
- Foster an environment that encourages learning and growth
- Empower volunteers to be advocates for our animals and our community
- See the big picture and know where they fit in

## Role

The role of Volunteers in our nonprofit organization is to donate their time, energy, compassion and talents to support the shelter, its animals and its programs. Volunteers not only allow us to accomplish our mission but also help us to grow and serve more animals in need. Volunteers are our greatest advocates and our most valuable links with the community.

To succeed as a Volunteer, the Volunteer must; share and support our mission, abide by CAS policies and procedures, and must represent CAS in a positive and professional manner. Volunteers must follow the Code of Conduct listed below.

## Team Culture

Our volunteers could never be thanked enough for their hearts and shared talents. We understand that it can be a tough position sometimes but please know you are very much appreciated. Everyone dedicated to this organization gives so much; staff and volunteers alike. Everyone at CAS is a team no matter what your title and deserves to be treated with respect and dignity.

## Inclusion

CAS strives to have a diverse and inclusive population of volunteers and our program allows for participation regardless of race, gender, political affiliation, class, education, geography, disability, sexual orientation, age, culture, etc. We recognize that volunteering not only provides a chance to find and actively engage one's passion but also provides an opportunity to obtain skills that can apply to future employment or other life experiences. Volunteering is a wonderful tool to empower people to fulfill their potential and contribute to social change positively. Regardless of one's physical, mental, or emotional ability, all decisions are directed with safety in mind: safety for the animals, the volunteer, the staff, and the public. The safety of these must remain a top priority. CAS will make reasonable accommodations that will enable the volunteer to be successful. Each accommodation is made on a case-by-case basis and is at the discretion of the Volunteer Manager.

## Expectations

Volunteers are expected to understand and follow CAS policies and to adhere to those policies, philosophies, and procedures any time they are representing CAS. If you have any questions regarding these, please talk with your Volunteer Manager.

## Code of Conduct

**Be inclusive** – We welcome and encourage individuals of all backgrounds and abilities to be a part of the CAS family.

**Be respectful** – Act in a compassionate manner that upholds the rights of all people to be valued and treated with respect. Understand that CAS is a place of “WE” and we cannot exist in that realm without mutual respect, support, and trust.

**Strive for continuous improvement** – Pursue excellence by contributing to building each other up. Encourage those who need it and maintain a “can do attitude”.



**Practice empathy and understanding** – Be unbiased when interacting with staff, patrons, and other volunteers. Avoid passing judgment and recognize that most people want to do the right thing but may not have the knowledge or experience to do so. Extend empathy and kindness in all situations.

**Be flexible** – Shelter life is constantly evolving. Demonstrate flexibility and adaptability by looking forward and focusing on the future.

**Treatment of Animals** – Animals are *always* to be treated kindly, gently, and professionally.

**Communication** – We share our thoughts and feelings through words, expressions, and body language. Whether written or spoken, the sharing of information is critical to the success of individuals and teams. We aim to communicate in ways that provide clarity, reduce confusion and misunderstandings, ensure continuity of care, and establish goals and expectations.

**Positivity** – Shelter work is difficult and often requires daily interactions with people and animals that can result in frustration or anger. Where a person focuses his or her energy and dialogue is a choice. We aim to choose compassion, to give the benefit of the doubt, to assume others' intentions are good, and to perpetuate a sense of kindness, support, and responsibility for our collective well-being.

**Learning** – To learn, and be open to learning, requires a growth mindset. This is the idea that knowledge, skills, and abilities can be acquired and expanded upon through dedication and hard work. Learning is both an individual and shared experience - one which requires intention, allows for mistakes, and furthers opportunity for everyone. By encouraging constant learning, we aspire to always be and do better.

**Courage** – In the face of a difficult situation or decision, knowing your values and having the fortitude to act on them requires great internal strength. Admitting mistakes, seeking guidance or help, standing up for what's right, and doing what has to be done are all necessary for success. We aim to model and encourage courage by celebrating it in action, sharing in the mistakes, and leaning into the hard conversations.

**Integrity** – A team is strongest when trust is high. Showing up in mind and body, adhering to established policies and procedures, doing your best work, refraining from disparaging comments and dialogue, staying informed, asking questions, and being aware of how your words and actions represent the team and the organization all work to enhance trust. The work of the organization reflects in the work of the individual.

**Safety** – Whether in mind or body, true safety is critical to ensure the well-being of our team. It is everyone's responsibility to be aware of risks, to report concerns, and to create a space that allows for



questions and calls for support. Together we can identify hazards and practice prevention for physical and psychological injury.

**Commitment** – As a Volunteer, you are expected to take the responsibility seriously for the betterment of the shelter animals, staff, other volunteers, and the community. Therefore, you should always display competence, dependability, and satisfactory performance as well as be courteous, polite, and helpful to all. We also expect compliance with all safety regulations and animal handling guidelines.

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# Volunteering at CAS

## Shelter Hours of Operation and Address

Adoption Hours	Mon-Saturday (Noon – 6 PM)
Reclaim Hours	Mon-Saturday (8 AM – 6 PM)
Staff/Volunteer Hours	Monday-Sunday (7 AM – 6 PM)

### Address:

800 Southwest Drive Cheyenne, WY 82007

## Important Contact Information

	Email	Phone Number
<b>Volunteer Coordinator</b>	acoward@caswyo.org	(307) 365-6638
<b>Foster Coordinator</b>	lwoeber@caswyo.org	(307) 213-3058
<b>Vet Clinic</b>	drwinsch@caswyo.org	(307) 271-5964
<b>Animal Care Supervisor</b>	cbrown@caswyo.org	(307) 212-5317
<b>Front Desk</b>	info@caswyo.org	(307) 632-6635

## Volunteer Orientation

Each volunteer is required to go through the orientation before they volunteer with us at the Cheyenne Animal Shelter. Before you volunteer please look through the [Volunteer Orientation Slideshow](#).

## Schedule and Attendance

*Volunteer regularity in our schedule is vital to the shelter to provide the best possible care for the animals.*

### Shift Types

\*To aid with staff scheduling for the day, we prefer that you sign up for shifts in advance, but we recognize that everyone's schedules are different so we do allow for walk-in opportunities\*

#### Regularly Scheduled Shifts

Most of our shifts are regularly scheduled shifts/times. They have regularly scheduled times and are the same week after week.

#### Custom Shifts

If our regularly scheduled shift times do not work for your schedule, volunteers are encouraged to sign up for any of our custom shift opportunities. These include the "Reading to Animals/Socialization" shift and the "Kennels/Dishes & Laundry/General Cleaning" shift.

#### Walk-in Shifts

While we do prefer volunteers to sign up in advance, if volunteers have spare time and want to come in and help deep clean rooms, work on dishes and laundry, or socialize with animals, they are more than welcome to walk in and help.

#### Missed Shifts

Our staff plans their mornings/shifts with consideration of volunteers on the schedule and missing a shift without notice hampers their effectiveness. Life does happen but please be courteous of our time and our staff.

## Multiple Months of No Volunteer Shifts

*If you do not volunteer for more than 90 days, you will be placed on the inactive list and will be placed inactive and required to re-apply.* We understand that life gets in the way, so if you are planning to take a long hiatus from volunteering, please let the coordinator know

## Volunteer Sign-In Information

### Signing Up

If you are able, please use the VicTouch App you signed up for in orientation. If you have questions about the app, please contact the Volunteer Coordinator, look at the VicTouch Log-In instructions on the Canvas Education Portal, or use the [Log-In Instructions Slideshow](#).

If you are unable to use the VicTouch App, please schedule your shifts using [VicNet](#)

### Signing In

To sign in for your shift, please use the VicTouch app or the computer at the volunteer station.

### Back Door Code

If you are volunteering when our front doors are not open, you will need to use the back door by the CAS Vet Clinic. **The code for the back door is 724\*.** This code is only for volunteers. Volunteers are not allowed to enter the building outside of our staffed hours (Monday- Sunday, 7 am-6 pm). The door code is electronically recorded as well as armed with security cameras to keep everyone safe as possible.

## Volunteer Jobs

### Volunteer Job Information

We have a ton of available jobs for volunteers to participate in. Please refer to the [Volunteer Jobs Page](#) to find information about specific volunteer job assignments.

## Doggy Day Out

Any volunteers *over the age of 18* are encouraged to participate in the Doggy Day Out program. Volunteers are encouraged to take pictures and fill out the Doggy Day Out Report Card found at the Volunteer Station. Please review the [Doggy Day Out Waiver and Guidelines](#) before you take a dog out.

## Volunteer Communication

### Email and Facebook Group

Communication is a key tool to share important and necessary information with our Volunteers to ensure they stay current on protocols, procedures, successes, challenges, changes, etc. Due to the number of Volunteers, communication will be done through email to ensure that everyone is getting the same information in a timely manner. Therefore, it is necessary that each Volunteer has an email and checks it on a routine basis.

We also use Facebook. So if you are a Volunteer and have Facebook, we encourage you to join the group “Cheyenne Animal Shelter Volunteers”. This is a fun place where we can celebrate successes and reach out for special Volunteer assignments (holiday cleaning, special events, etc.) We want you to be informed about what is happening in the program.

### Volunteer Feedback

Honest feedback is encouraged as we continue to grow and improve our program. Please feel free to email the volunteer ideas, suggestions, thoughts, or concerns. You will also receive a survey twice a year where you can voice your opinions on the program and offer suggestions on how we can update our program.

## Shift Preparation

### Volunteer First Shift

When you arrive for your first shift, please check in with a member of animal care or customer care to receive your work assignment. Your room assignment will be posted at the volunteer station as well as on the staff whiteboard. If you have questions about who our staff members are or who to report to for your shift, please refer to the staff name/picture board at the Volunteer station. Training will be provided for all first-time volunteers.<sup>2</sup>

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<sup>2</sup> If you would like to try a different shift, please sign up and you will receive the proper training in that shift.

## **Volunteer Liability Waiver and Social Media Policy**

All volunteers are required to sign the volunteer liability waiver as well as the social media policy before they begin their volunteer service.

[Volunteer Liability Waiver](#)

[Social Media Policy](#)

## **Be Prepared**

It is your responsibility to be prepared for your shift. When you arrive, please read any updates at the Volunteer Station. These might include new protocols/guidelines, announcements, upcoming events, etc. An informed volunteer is essential. Sign out appropriate tools for your shift (walkie-talkie, treat pouch, etc) upon arrival at the Volunteer Station. There is also bug spray and sunscreen available for you. Be prepared for the weather with appropriate clothing and gear.

## **Holidays and Inclement Weather**

CAS has employees working 7 am-6 pm every day of the week. We close for some holidays and once a month for staff training. Even though we are closed to the public at certain times, we still need Volunteers. We especially appreciate Volunteers who can come on holiday mornings to help the staff get things finished so they can still go home and have some of the holiday left to spend with family.

If the weather is a concern, please do not risk coming to the shelter. Although we enjoy your help, we do not want anyone to put themselves in a dangerous situation. Use your discretion when it comes to bad weather.

For questions on what to do during a storm, please contact the volunteer coordinator.

## **Dress Code**

CAS wishes to uphold a professional atmosphere in order to welcome patrons, vendors, visitors, etc. into the building. A properly dressed and clean volunteer helps create a favorable impression to the public as you are a representative of CAS. Our dress code guidelines are; long pants (preferably jeans without holes), closed-toe flat shoes or boots, and your Volunteer t-shirt. Each Volunteer will be given one Volunteer t-shirt at Orientation. You have the option to purchase more once you are actively volunteering.

## Cell Phone Use

For safety reasons, please no cell phone use while actively volunteering. If you would like photos or videos of you with a shelter animal, please ask the Volunteer Manager, a staff member, or another volunteer to do that for you. You are allowed to take pictures and videos of the animals in the shelter to post on social media in efforts to help us get that animal adopted but otherwise, cell phone use is prohibited as your attention needs to be on the shelter animals.

## Break Room

CAS has a break room that is available to all staff and volunteers alike. It is a place to sit and relax for a few minutes, get a drink or a snack. There is also a refrigerator in there if you would like to keep a snack or drink (make sure you put your name on it). A small fridge also has snacks and drinks for purchase as well. There is a container to put your money in next to the small fridge.

## Parking

Volunteers are welcome to park in the front parking lot or the field next to the shelter Monday-Saturday. Sundays you are welcome to park in the Employee lot at the back (North) entrance.

## Update Personal Information

Communication is key to the success of our volunteer team so please update the volunteer coordinator if your phone number or email changes.

## CAS Shelter Map

Please look at the [Cheyenne Animal Shelter Map](#) to find your way around the building.

## The Volunteer Station

The Volunteer Station is the hub for all things volunteer here at the Cheyenne Animal Shelter. The code to get through the door to the Volunteer Station is “1111.” *Just press 1 until the light turns green.*



## Staff Identification Board

If you have questions about staff identification or who to check in with, please look at the staff identification board at the volunteer station. If you can't find a staff member to check in with, please pick up a volunteer radio and ask to speak with one of them. Staff leads are

Peter: Animal Care. Wednesday-Saturday

CeCe: Animal Care. Sunday-Wednesday



## Volunteer Supplies

The Volunteer Station has all the supplies you need to volunteer here at the shelter. These include:

- Sunscreen
- Bug Spray
- Radios<sup>3</sup>
- Treat Pouches<sup>4</sup>
- PPE<sup>5</sup>
- Dog Treats

<sup>3</sup> To keep track of our radios, they must be signed out/in each time they are used by a volunteer.

<sup>4</sup> Treat pouches must be signed in/out each time they leave the volunteer station

<sup>5</sup> Please look at the Volunteer Training Manual for more information on proper PPE around the shelter.

- Doggy Day Out Supplies
- Poop Bags

## **Volunteer Radios and Radio Etiquette**

Volunteers are to use a radio every time they are working with dogs. All Radios are tuned to channel 3 and your call will go out to every radio in the building. Remember that patrons can hear our radio calls so please keep your language succinct and professional. In case of an emergency, please state your location (i.e. Back Field, Dog Adopt 1, etc.) and calmly state your problem.

## Volunteer Training






### Dog Handling/Dog Walking

Dogs at the CAS are labeled based on their age, handleability, behavior concerns, and reactivity. Members of Animal Care conduct all dog-walking training at the start of the Volunteer's first training shift. If you wish to continue your dog walking training and would like further information, please check out the [Green/Yellow Dog Handling Slideshow](#)<sup>6</sup>.

If you would like to further advance your training and are interested in Pink/Red Dog handling or helping staff with playgroups, please let the volunteer coordinator know.

### Color-Coded Walking System

These color codes will be found on the walking boards in the Dog Adopt and Intake Rooms. \*Volunteer dog walkers are not to walk any dogs in the intake rooms unless they have received instructions from staff.

	Green-Level dogs may be walked by anyone 16 or older	Any volunteer 11-15 may walk with an adult 18 or older
	Yellow-Level dogs may be walked by any volunteer 18 or older	Any volunteer 16-17 may walk with an adult 18 or older
	*Must be 18 or over and have completed pink/red handling training.	*Please consult with the animal care team lead or supervisor if you wish to walk these dogs
	*Must be 18 or over and have completed pink/red handling training.	*Please consult with the animal care team lead or supervisor if you wish to walk these dogs
	Blue-level dogs are puppies under 7 months. Must stay inside the building.	Any volunteer over 18 may walk these dogs or any volunteer 11-15 may walk them with an adult

<sup>6</sup> The dog handling slide show is not mandatory, but provides valuable information on dog behavior and handling.

## Fear Free Training

Fear Free Shelters training is a great opportunity to learn some more about animal behavior and the steps to take to help reduce fear, anxiety, and stress (FAS) in the shelter. It is an all online course and you can do it at your convenience. Our goal is to get all of our volunteers Fear Free certified! Please check out the [Fear Free Shelters](#) website for more information.

## CAS Volunteer Training Manual

Please refer to the Volunteer Training Manual located at the Volunteer Station for questions on supply locations, job descriptions, and directions on specific tasks. You may also ask for a PDF copy to be emailed to you.

## Training Videos

Cleaning kennels can be an exhausting and sometimes confusing process so check out the videos below for some additional information on kennel cleaning. These videos do not show exactly how we clean kennels but will give you a good picture of the basics of kennel cleaning.

- [Deep Cleaning Dog Kennels](#)
  - [Spot Cleaning Dog Kennels](#)
  - [Deep Cleaning Cat Kennels](#)
  - [Spot Cleaning Cat Kennels](#)
-

## Important Policies

### Confidentiality

CAS has records and information about its employees, volunteers, customers, suppliers, and animals. These are to be kept confidential and not divulged to anyone. Information about any animal on the stray *side* is not to be shared, including pictures. You are allowed to share pictures and positive info about shelter pets that are *up for adoption* but not previous owner information.

### Alcohol and Drug-Free Environment

CAS is committed to a safe, healthy, and productive work environment for all Volunteers and staff, free from the effects of illegal or non-prescribed drugs and alcoholic beverages. Use of such things impairs your judgment resulting in increased safety risks. Use of any substances during your shift is prohibited and will result in dismissal. Coming to your shift impaired will also result in dismissal.

### Violence-Free Environment

CAS is committed to preventing workplace violence. Intimidation, harassment, threats, or acts of violence towards another person or animal, while you are representing CAS, will result in immediate dismissal, and depending on the situation, police intervention is a possibility.

All staff, patrons, volunteers, and shelter animals are to be treated with respect and courtesy at all times. Weapons, dangerous or hazardous devices, or substances are prohibited on shelter property. Conduct that threatens, intimidates, or coerces another volunteer, employee, or member of the public will not be tolerated and is strictly prohibited. All threats or acts of violence should be reported as soon as possible to the Volunteer Manager or Shelter Manager.

*CAS has a zero-tolerance policy towards workplace violence and any volunteer who engages in threatening or violent behavior will be asked to leave and their volunteer status will be terminated. They may not re-apply.*

### Sexual Harassment

CAS strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

All volunteers are expected to conduct themselves in a professional manner. Conduct that may violate this policy includes but is not limited to, sexually implicit or explicit communications whether written, verbal, or physical.

*CAS has a zero-tolerance policy towards sexual harassment and any volunteer who engages in such acts will be immediately terminated and will be unable to re-apply.*

## Inactive, Discipline, Discharge

If a volunteer is no longer able or wants to volunteer, they are to let the Volunteer Manager know as soon as possible.

If a volunteer does not stay in contact, attend proper training, or not fulfill their scheduled shift without notice more than twice, they will receive an email or phone call from the Volunteer Manager to check in on them and have a discussion. If a volunteer does this 3 times, they may be considered “inactive” and have to go through the new volunteer process again in order to return to volunteering. All situations are looked at in a case-by-case manner, considering circumstances and previous volunteer actions and activity. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

If a Volunteer does not volunteer at the shelter for more than 3 months, they will be considered “Inactive”. If they would like to start volunteering again, they will need to re-apply.

*Volunteering with CAS is a privilege, not a right. We ask for respect for all people and animals.* If anyone violates our policies and procedures, they can be discharged from Volunteering.

## Conflict Resolution

Volunteering is not always easy. Shelter work can be stressful. CAS encourages communication, interaction, and teamwork between volunteers and staff. Sometimes there are situations where volunteers need more support to help deal with a negative issue. Please follow these steps:

1. First, make an effort to communicate and resolve the issue on your own
2. If the conflict still isn't resolved, please report to the Volunteer Manager for assistance in conflict resolution.
3. If the conflict isn't resolved with the Volunteer Manager's assistance, please take your concerns to the Shelter Manager.

Retaliation against the volunteer will not be tolerated and must be reported asap.

## Animal Bites

If a shelter animal bites you (whether it breaks the skin or not), you are required to report it **immediately** to any staff member and ask for a bite report to fill out. Both of these things must be done within an hour of the incident. An unreported bite is grounds for removal from the Volunteer Program.

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## Frequently asked questions

### **Can I post on Social Media about my experiences as a Volunteer?**

We encourage you to post positive things on social media along with pictures or videos of our adoptable shelter pets. Please tag the shelter in your posts. If you are working with dogs, we just ask that you have someone else take the pictures or videos so your attention is on the dog.

### **Can I bring my pets while I volunteer?**

Due to safety, stress, and the overall shelter environment, Volunteers may not bring their pets while they are volunteering.

### **Can I bring family or friends with me while I am volunteering?**

Volunteers may not bring friends/family with them while they volunteer. Anyone interested in volunteering must attend Orientation to ensure the safety of all shelter pets and people. If you would like for friends/family to see where you volunteer, you can request the Volunteer Coordinator give them a tour.

### **What if I get hurt or bit while volunteering?**

If an accident or injury occurs while you are volunteering, please take care of yourself first. There are first aid boxes located throughout the building. You can always ask for assistance from any staff member. After you are taken care of and before you leave the building, please go to the Volunteer Manager or any shelter staff member to fill out an "incident report" and/or a "bite report". Volunteers seeking medical treatment are responsible for that themselves (as per the waiver signed at Orientation). If a Volunteer fails to report a bite within an hour of the incident, it is grounds for immediate dismissal from the program.

### **What if I can't make my shift?**

We understand that things happen in life that you can not control. If you can not make it to your shift we ask that you do two things. First, remove yourself from the schedule for that day. Second, please call or email the Volunteer Manager so she can let the staff know to make adjustments for your shift.

If you are sick, please stay home. We want you to get the rest you need as well as not spread illness in the shelter.

### **Can I adopt a shelter animal from CAS?**

You sure can adopt an animal from CAS! You would need to fill out an Adoption Application on our website ([cheyenneanimalshelter.org](http://cheyenneanimalshelter.org)). You will receive an email with your approval. Or you can fill out the application at the





shelter and get approval while you are here. Then you can come in anytime we are open to meet with animals you are interested in. As a Volunteer, you do receive a 15% discount on adoptions.

### **What if I want to do a different “volunteer job” at the shelter?**

We encourage our volunteers to learn other skills at the shelter if they would like to. If you are interested in learning another position at the shelter, please email, call, or stop by and talk with the Volunteer Manager. You may need additional training in other areas.

### **Do I have to sign up for a shift or can I just stop by to volunteer?**

Yes and no. While we do prefer that you sign up for your shifts in advance, you are welcome to come in and help with dishes/laundry, general cleaning tasks, and Doggy Day Out at any time. However, it is preferred that you sign up beforehand so that our staff knows who to expect and what volunteer help they will have for the day.

If your schedule doesn't fit with any of our volunteer slots, you are more than welcome to sign up for a custom shift. Both the “Kennel/Dishes/General Cleaning Help” and “Read to Animals/Socialization” are walk-in shifts with all-day availability. Simply sign up for a custom time and come on in and volunteer.

### **What if I can't Log-in to the VicTouch App?**

Please email the Volunteer Coordinator.

## Volunteer Jobs by Age Group

### **Buddy 6-10-year-olds (must have a parent with you who has also gone through Orientation)**

Read to the animals, draw the animals, decorate cat carriers, make animal enrichment (this is a very important job), socialize cats/kittens and be with a parent who is walking a green level dog.

### **Pal 11-15-year-olds (must have a parent with you who has also gone through Orientation)**

Walk green-level dogs, socialize cats/kittens and critters, kennel cleaner, laundry, dishes, and donations.

Also, read to the animals, draw the animals, decorate cat carriers, put together adoption packets, and make animal enrichment.

### **Sidekick 16-17-year-olds**

Walk green level dogs (alone), walk yellow level dogs (with a parent), cat/kitten and critter socializer, kennel cleaner, laundry, dishes, donations, event helper, put together adoption packets, make animal enrichment and dog park clean up.

### **Comrad 18-year-olds and up**

Walk dogs (color level depends on your training classes), cat/kitten and critter socializer, dishes, laundry, donations (pick up and record), events, transport driver (to transfer animals in or out of the shelter with other shelters/rescues), front desk assistant, office assistant, vet clinic (with permission of the veterinarian), dog park clean up and store clerk and more!