Panhandle Humane Society



VOLUNTEER WELCOME BOOK

308-635-0922

WWW.PANHANDLEHUMANESOCIETY.ORG

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SCOTTSBLUFF, NE 69361

WELCOME TO PANHANDLE HUMANE SOCIETY

Welcome to Panhandle Humane Society! Thank you for offering your time and skills to benefit our organization.
This Welcome Book will cover all aspects of Volunteering. Together we can make a difference for every animal in our care! We are very excited for you to join our team and help animals find their forever homes!

PANHANDLE HUMANE SOCIETY INFORMATION

Shelter open hours 1-4PM every day of the week.
Staff is here 8AM-5PM M-F, 8AM-4PM Sat-Sun to clean, prepare for the day and help the public.
Volunteers are welcome anytime staff is here, as long as they have arranged a time. Volunteers are welcome without arranged time during open hours.

CONTACT INFO
308-635-0922
admin@panhandlehs.org

OUR MISSION

The Mission of the Panhandle Humane Society is to provide a nurturing and fear-free environment for the community and its pets in our care by utilizing the Five Freedoms model.

The Five Freedoms of Animal Welfare:

1. Freedom from hunger and thirst by easy access to fresh, clean water and a 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 the company of the animal's own kind.
5. Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering.



VOLUNTEER ACTIVITIES

CATS

Socializing cats helps them better adapt to humans. Some of the cats that arrive at PHS need a little more love before going into adoption. Socializing cats benefits them with opening up, becoming friendlier with people and adapts them to change before going home.

DOGS

Walking dogs helps with exercise and mental stimulation. They learn better manners and get some time away from the kennel. Dog walking is always a fun thing for Volunteers and the dogs! Must be 16 to hold the leash. Dogs are not allowed in cars or at dog parks.

Puppies are not allowed on walks but are able to be socialized in meet and greet rooms. This allows them to get their energy out and extra love needed to prepare them for a home.

ENRICHMENT

Enrichment is a MUST in shelters. This benefits the animals while being in their kennels. Some of the enrichment we make daily are kongs, lick matts, scented stuffed animals, special dogs treats and more! We have instruction books and will show you how its done!

CLEANING

Dishes, laundry and poop pickup are some examples of cleaning tasks around the shelter. There is always something that needs cleaned around PHS. We would be happy to show you how or find something for you to do if cleaning is your thing.

EVENTS

PHS does fundraiser events and pop ups for special occasions during the year. If you are interested in helping with these please let the Shelter Manager know. We will contact you for any future events.





GUIDELINES AND PROCEDURES

Volunteering requires responsible, reliable and caring people who are committed and respect our mission, policies and procedures. We want this to be a positive experience for you! Please follow staff directions and ask any questions you may have.

- Ask staff for assistance with any question you are not sure of the correct answer.
- Maintain confidentiality regarding shelter clients and business.
- Volunteers must sign in and use a Walkie-Talkie while Volunteering.
- Know that volunteers are never involved with euthanasia or cruelty investigations.
- Volunteers are not to be in any unauthorized areas (i.e.; quarantine or animal impound rooms) without staff approval.
- Immediately report any accident or injury to a volunteer or animal to a supervisor.
- Immediately report any altercation between two animals to a supervisor.
- Never take on a task that causes you apprehension. If an assigned animal makes you feel uncomfortable, ask staff for help.
- Please direct your suggestions and comments to the the Shelter Manager. Your feedback helps the volunteer program grow. We want you to be proud of the organization to which you dedicate your time and effort!

INDIVIDUALS WITH ALLERGIES

Cats and dogs are house all hours of the day at PHS.
We use Peanut Butter in all areas of the shelter for enrichment.
Latex gloves are used during enrichment and cleaning.

*Anyone under the age of 16 must be accompanied by a parent or guardian.
Parents must fill out a volunteer registration.
Volunteer handouts will be sent to the parent, please go over the handout with them. Sign and return by email or bring in to PHS.
Adults can sign and return this handout by email or in person.





PROHIBITED BEHAVIOR

- Harassment of any form, assault or threating behavior of fellow volunteers, customers, employees or anyone else. Any form of dishonesty. Failure to report an accident or personal injury immediately.
- Inappropriate language toward a shelter employee, customer, volunteer or anyone else.
- Physical abuse to animals or any intentional act to harm an animal.
- No use, sale, possession or distribution of any drug or alcohol is allowed on Panhandle Humane Society Property.
- No possession of weapons or firearms is allowed on Panhandle Humane Society Property.
- Immoral conduct or indecency on shelter property.
- Violating the shelter's policy with regard the confidentiality and social media agreement.
- Theft or unauthorized removal of property belonging to others or to The Panhandle Humane Society.
- Malicious damaging of shelter property or that of fellow volunteers, customers, employees, or anyone else.
- Violation of any safety procedure, program, or rule; causing unsafe conditions or carelessness with regard to your own safety or the safety of others.

CONFIDENTIALITY

All records and information about PHS, its employees, customers, suppliers, and vendors are to be kept confidential. I agree to not directly or indirectly disclose or use this information. This includes sharing photos/videos of animals in PHS care that are not made available to the public.

TERMS AND CONDITIONS

1. My services to the Panhandle Humane Society (PHS) are provided strictly in a volunteer capacity, and without any express or implied promise of salary, compensation or other payment of any kind whatsoever. My services are furnished without any employment-type benefits, including employment insurance programs, workers compensation accrual of any form, vacations or sick time.
2. I will become familiar with and comply with PHS's policies and procedures including a high standard of moral and ethical treatment of shelter animals under PHS's care.
3. I accept that I am not a professional representative of PHS and will not speak on behalf of PHS to the press or social media.
4. I will support the decisions of PHS staff and management. I will address and concerns in a positive and constructive manner to the Shelter Manager in a timely manner with the intention of contributing to a positive and effective work environment.
5. I also understand that I have the right to cancel my volunteer services at any time. I also understand that PHS can cancel my volunteer service at any time.

Any violation of these guidelines, procedures or acts of prohibited behavior may result in cancelation of my volunteer services.

RELEASE

1. I understand that the handling of animals and other Volunteer activities on behalf of PHS, may place me in a hazardous situation and could result in injury to me or my personal property. On behalf of myself, my heirs, personal representatives and assigns, I hereby release, discharge, indemnify and hold harmless the Panhandle Humane Society and its directors, managers employees, agents and board members from any and all claims, causes of actions and demands of any nature, whether known or unknown, arising out of or in connection with my volunteer activities on behalf of PHS. I agree to follow appropriate guidelines and safety precautions as directed by PHS to limit inherent risks associated as a Volunteer with an animal shelter.
2. I understand that PHS is not responsible in the unlikely event of any personal pets becoming ill while I am volunteering for or at PHS. Prevention measures will be discussed in detail and it is my responsibility to perform these measures. I understand that it is necessary to wash my hands frequently while volunteering and before I leave the shelter. It is highly unlikely that my pet will become ill dude to my volunteering, but if it does happen, I hereby release, discharge, and hold harmless PHS and its employees from any and all claims.

I acknowledge that I have reviewed the above Volunteer Guidelines and have familiarized myself with the information in this waiver and release and will observe the policies and procedures set forth.

The Panhandle Humane Society is an Equal Opportunity Employer and fully supports and maintains compliance will state, federal, and local regulations. The Panhandle humane Society prohibits discrimination against employees or volunteer applicants because of race, color, religion, sex, sexual orientation, age, ancestry, national origin, veteran status, pregnancy, disability, marital status, or other characteristics protected by law. A violation of this policy by an employee is subject to disciplinary action, up to and including termination.

_____ _____

Name (please print) Parent Signature if Minor

_____ _____

Volunteer Signature Date

Panhandle Humane Society

FEAR FREE SHELTERS GRADUATE