



Santa Cruz Humane Society Volunteer Orientation Manual

WELCOME!

We know there are plenty of organizations with which you can volunteer, and we are thrilled you've chosen the Santa Cruz Humane Society!

The Board, the staff, and the animals are grateful for your service and support. We think you'll find this to be a most rewarding volunteer experience. Benefits include:

- A colorful, SCHS t-shirt!
- Opportunities to meet other animal lovers.
- The chance to make a real difference in the lives of animals in your community.
- Opportunities to volunteer at events and fundraisers.
- The unconditional love of the dogs and cats at SCHS.

If you have any questions about the information in this Guide, please speak with our Board President, Sue Rogers.

GENERAL INFORMATION

Contacts & Coordinates

Address: 232 East Patagonia Highway 82
Nogales, AZ 85621

Email: schs5654@gmail.com

Web Site: www.santacruzhumanesociety.org
Updated several times a week with new events and details, promotional information, adoption information and more.

Facebook: www.facebook.com/santacruzhumanesociety
Our page is updated daily or twice a day by volunteers. We post stories about animals available for adoption, information about events, the shelter, spay/neuter, animal issues, and other content relevant to our cause. Please LIKE us and tell your friends.

YouTube: <http://www.youtube.com/channel/UC9HP914FgQx2fclPNXQKNsg>



Regular Hours of Operation

Monday – Saturday 8:30am to 3:30pm
Sunday Closed (A limited number of SCHS staff work on Sunday)

Surgeries are performed every Wednesday morning. Gates open at 8:00am on Wednesday for those who are dropping off animals for surgery.

The shelter closes to the public at 3:30pm, but staff leave the shelter at 4:00pm.

Hours may change during summer.

Mission & Values

The mission of the Santa Cruz Humane Society (SCHS) is to provide compassionate care for Santa Cruz County’s lost and abandoned animals, provide them with safe, cost effective medical treatment, and encourage fostering and adoption.

SCHS is a ‘no kill’ shelter. Our goal is to optimize the adoptability of all animals in our care, and find them permanent homes.

- We believe in the importance of socialization, love, and affection for all of the animals in our facility.
- We put the needs and well being of these animals above all else. Everything we do, and every decision we make, is based on what is best for them.
- We care for each animal so that he or she becomes sociable, loveable, and highly adoptable.
- We strive to find loving homes for 100% of our adoptable animals.

We aim to provide Santa Cruz County with a cheerful and welcoming place for both people and the animals that need shelter. Our dog apartments and cat condominiums are clean and well maintained. Dogs are given daily access to the outdoors. The “Purr Palace” cat house and cat boarding facilities are filled with natural light, fresh air, and ample, plexiglass enclosures that allow the animals to see each other and have plenty of room to play.

Definition of “No Kill” Shelter

There is no national standard definition of “no kill” shelter. SCHS defines “no kill” as a shelter where all “adoptable or treatable” animals are saved and only “unadoptable” or “untreatable” animals are euthanized. Similar definitions and policies have been adopted by the State of Arizona (see SB1446P – often referred to as “Hayden’s Law.”) It is rare that SCHS must euthanize an animal, but it is important for volunteers to understand that under some circumstances, we must do so. That said, *SCHS has a nearly 100% adoption rate.*



Leadership & Management

SCHS is a non-profit, 501c(3) organization that has no affiliation with other humane societies such as the Humane Society of the United States or the ASPCA. We are a locally run shelter that is 100% dependent on donations for our operating budget and all programs.

SCHS has operated without a paid Director or Administrator since 2006. All shelter operations, financial management, human resources management, marketing, communications, and thrift store management is done entirely by volunteers.

Our by-laws call for a 7-person, Board of Directors which makes strategic decisions. The Board President, Sue Rogers, makes operational, financial, and personnel decisions. Remaining Board members have other roles and responsibilities.

SCHS Staff

SCHS employs a hard working and dedicated staff who feed and care for the animals, provide medical assessments and deliver ongoing medical care, facilitate adoptions, process surrendered animals, maintain medical records, update online pet listings, keep all animal apartments, kennels and exercise areas clean, maintain the facility, and collaborate with our veterinarian, our board, the volunteers, and the general public.

These professional animal caregivers and medical technicians perform critical roles at the shelter, as well as for animal welfare in our community. They have a very important job and each of them is passionate about animals.

Veterinarian

Roberto Rojas, DVM is the SCHS veterinarian, and performs spay/neuter surgeries on Wednesday mornings. His private practice, Companion Veterinary Clinic, is located about a mile from the shelter. Our staff work closely with Dr. Rojas, taking animals to his office when they are in need of care.

Services We Offer

- Adoptions
- Spay/Neuter Surgery
- Microchipping
- Wednesday Walk-In Vaccination Clinic 8:30am to 9:30am (\$15 per vaccine)
- Deworming
- Dog and Cat Boarding
- Foster Care
- Red's Thrift Shop

Please familiarize yourself with the costs for our services, included at the end of this manual.



Services We Do Not Offer

- Dog training or behavior modification
- Pet euthanasia (we recommend local veterinarians for this)
- Boarding for rabbits, birds, or “pocket pets” such as hamsters or ferrets
- Surgeries other than spay/neuter

Animal Intake & Surrender

The public may surrender strays, feral kittens, or their own pets during regular business hours – *if we have the space to accommodate them*. If we do not have space, we direct them to Santa Cruz County Animal Control. The decision to take in a surrendered or stray animal is made by SCHS staff, with oversight from the Board president, if needed, and is based on our ability to properly handle and care for the volume of animals at the shelter.

There is no surrender fee, however, we do request a donation to cover the costs of care. SCHS accepts cats and dogs – except for the following dog breeds:

- Rotweiler
- Pit Bull
- Chow
- Shar Pei
- American Bull Dog

When people arrive with these breeds, they are directed to Santa Cruz County Animal Control.

SCHS does not take in or care for rabbits, birds, or “pocket pets” such as hamsters or ferrets.

VOLUNTEERING AT SCHS

Definition of “Volunteer”

A volunteer is an individual who donates time and services to assist SCHS and the community we serve. Volunteers are representatives of SCHS. We ask that you follow these ***Volunteer Guidelines*** to ensure mutual respect among other volunteers and SCHS staff, and provide you with a safe, enjoyable, and fulfilling volunteer experience here.

Volunteers must be 18 years or older to work with our animals. Or, 16 years or older, if a parent, guardian, or staff member is present at all times while the minor is at the shelter.

SCHS has both short-term and long term volunteers.

- ***Short-term volunteers*** are those who have elected to complete court-mandated community service hours with us. Or, they are high school or college students. In particular, SCHS is a favorite of Nogales High School students working to complete their



Senior Project.

- **Long-term volunteers** are those who volunteer with us month after month or year after year. They are an essential part of our organization and it would be nearly impossible to function without their dedication and service.

Time Commitment

SCHS does not require a minimum or maximum number of hours for volunteers. We make volunteering flexible so that volunteers can donate their time on a schedule that suits them.

Below are *suggested* guidelines:

Volunteer Role	Suggested Hours
Dog & Cat Socializers	2 hours per week or 2-3 hours every other week, so you have continuity with the animals.
Thrift Store	Several hours per week or month.
Special Events <i>Such as Barktoberfest, Annual Golf Tournament, Tubac Festival of the Arts, Adoption Events</i>	Several times a year, as needed. Usually we ask for a minimum 3-4 hour commitment at the event.
Marketing & Social Media	A few hours a month or as needed, depending on event promotion need.
Maintenance Help	As needed, based on projects.

Roles

SCHS has multiple opportunities for volunteers. Some people choose to spend their time doing just one role – others spend their time performing multiple roles. The choice is yours.

Dog/Cat Socializer

- Play with and provide affection and attention to animals awaiting adoption.
- Spend time with animals in the Purr Palace, dog kennels, and Trail Park.
- Brush, comb, and bathe the animals.
- Assist SCHS with keeping things clean and tidy in kennels and cat apartments.
- Wash food and water bowls, scoop cat boxes.
- Take dogs for a walk.*
- Bottle feed/care for young kittens and puppies overnight or longer, in your home.*

**Requires additional training from SCHS staff, which can be requested after you have been a regular volunteer socializer for at least 90 days.*

Red's Thrift Shop

- Sort through donations and price those appropriate for sale.
- Prepare the rest for donation to charities.
- Put out items for sale in the Thrift Shop, creating attractive displays.
- Reorganize displays as needed – books on bookshelves, kitchen goods, etc.



- Replenish/add to Thrift Store regularly, and/or as items are received.
- Cull through seasonal merchandise and replace. Store in the shed.

Special Events

- Help SCHS staff manage, walk, and care for dogs during adoption events.
- Staff information tables – talk to the public about SCHS and hand out literature.
- Help set up/take down our booth or table.
- Donate baked goods for sale at our events.
- Clean and prepare the shelter for on-site events, such as Photos with Santa.
- Contact businesses for sponsorships and prizes for the Annual Golf Tournament and Barktoberfest.

Media & Marketing

- Become a Facebook Administrator and post to our Facebook page at your convenience (especially when you are socializing the animals).
- Write copy, update Events, and help maintain our Web site.
- Create postcards and fliers for upcoming events.
- Print and hang event fliers in your local community.
- Help with various promotional efforts for our events.

Recording Your Hours

For grant funding and scheduling purposes, we maintain records on all volunteers' hours. With the exception of Foster Care, volunteers are responsible for recording their service hours by entering their name, phone number and time in/out on the **Sign In Sheet** that hangs on a clipboard at the side of the shelter's front desk. Please remember to sign in and out each time you volunteer.

Calendar of Annual Events

Each year, SCHS holds or participates in the following events for fundraising, adoptions, awareness, fun, or a combination of these things. Volunteers, no matter what their primary role, are encouraged to either volunteer or attend these events to support the work of SCHS.

February	Tubac Festival of the Arts	Tubac
Feb or April	Gimme Shelter Golf Tournament	Rio Rico or Kino
October	Barkoberfest	Tubac
November	Photos with Santa	Tubac
December	Photos with Santa	Shelter
Varies	Rancho Rossa Vineyards Fundraiser	Elgin
Varies	Sonoita Vineyards Fundraiser	Elgin

Although these are our regular annual events, additional events are held throughout the year, as organizations contact us with opportunities.



Restricted Areas

Unless you have been trained and or direct by SCHS staff the following areas are off limits to volunteers:

Hospital Area & Operating Room – These rooms are used primarily on Wednesdays but are off limits to volunteers at all times.

Isolation Area – Animals in this area are being medicated, recovering from illness, or have just been surrendered and need a quiet place to acclimate to life at the shelter. Although cat socializers may enter the area to socialize Sweetie Pie and Sasha, *please do not visit with the animals in the isolation cages* unless you have been trained and/or instructed to do so by SCHS staff.

Cat Boarding Apartments – If we have cats being boarded, they will be located in the two rooms between the intake exam room and the Purr Palace. Staff will place a **STAFF ONLY** sign on the doors to let you know not to socialize the animals there. Each apartment will also have a Boarding Info Sheet, further indicating that volunteers should not socialize the animal(s).

Dog Boarding Kennels – If we have dogs being boarded, they are kept in the back kennels. Unless you have been trained or instructed by SCHS staff, there is no reason for volunteers to access the back kennel area.

Communications

SCHS maintains a *Volunteer Contact List* that includes the name, phone number, and email for volunteers and board members. It is available to all volunteers so that they may contact and get to know one another.

We also transmit a monthly(ish) *Volunteer Update* by email, informing volunteers of information and upcoming events.

PARTNERS

Santa Cruz County Animal Control – SCHS maintains a very close relationship with animal control. When we have space to accommodate more animals, our staff visit Animal Control and bring back animals from the top of their Euthanasia List (the “E-List”).

Nogales International & The Bulletin – These publishers support us immeasurably by putting a Pet of the Week in one or both editions every week.

Patagonia Regional Times – The “PRT” features a dog and a cat each month in its Pet of the Month feature.



SAFETY

General

Your safety is important and we need your help to keep everyone safe at SCHS. This will ensure a safe working environment. *If you observe any conditions at the shelter that appear unsafe, report this to the SCHS staff immediately.* These include things such as: slipping and tripping hazards, water on the floor, inadequate lighting, frayed electrical cords, etc.

Accidents

All accidents, including those involving an animal or member of the public, should be reported immediately to SCHS staff – whether or not medical attention is required.

If you are bitten by a dog or cat while at SCHS and it breaks the skin, report this to SCHS staff immediately. ***YOU MUST REPORT ANY BITE OR SCRATCH IF IT HAS BROKEN THE SKIN.***

It is important that the event be fully described to a staff member so they may record it in the file. The information helps our staff understand what happened and how best to make placement recommendations for that animal. SCHS must also maintain this information for liability purposes. Please help us by reporting these incidents.

Please do not refrain from reporting a bite because you are concerned that doing so will result in the animal being euthanized. This is never the case except in *rare and extreme circumstances*. Do your part: if a bite breaks the skin, **REPORT IT.**

Smoking

There is no smoking within the shelter at any time. Smoking is allowed outside, in the parking lot.

Alcohol

Alcohol is not permitted on shelter premises. If you arrive for your volunteer shift smelling of or suspected of drinking alcohol, you will be sent home immediately and may lose your volunteer privileges.

Bringing Pets During Your Volunteer Service

Although it is wonderful to want to share your pet with others, we do not allow volunteers or staff to bring their pets to the shelter. For pets unaccustomed to visiting a shelter, this can be a stressful experience.



GUIDELINES FOR DOG/CAT SOCIALIZERS

What is a Dog/Cat Socializer?

A volunteer whose primary purpose is to play with, groom, and give love and affection to the dogs and cats at SCHS. Socialization is good for our animals' well being, and makes them become more adoptable.

General Do's & Don'ts

DO	DON'T
<ul style="list-style-type: none"> • Play with, love, pet and yes - even talk to! – the animals. • Groom and bathe* the animals. • Change/wash water bowls if they are icky. • Get to know our animals' stories, so you can answer questions from guests and aid in their adoption. • Report any concerns about behavior changes or medical concerns to staff. • Report any bites that break the skin. • Ask SCHS staff what you can do to help. 	<ul style="list-style-type: none"> • Enter "Restricted" areas. (See "General Information" for details.) • Feed the animals, unless you have been instructed by SCHS staff to do so. • Give the animals treats. • Clean the indoor dog kennels, unless you have been asked to do so by staff. • Socialize any of the 'boarded' dogs or cats. • Walk or bathe the dogs without training or permission from SCHS staff.

*At the direction of SCHS staff.

Dress Guidelines

It goes without saying that you should not dress in your "Sunday best" when you come to work with the animals. You can expect to leave full of dog spit, cat fur, and mud if you have been playing with the dogs outside. And we promise you will love every minute of it!

We do not have a required dress code, but suggest wearing jeans or thick pants and the SCHS t-shirt, with a long sleeved shirt underneath in colder months. For your safety, wear closed-toed shoes at all times of the year. It's smart to bring a sweatshirt or light jacket all year long

Safety is a primary concern, so please avoid wearing large or dangling earrings, bracelets, and necklaces or any other dangly objects or adornments that an enthusiastic animal could grab, bite, or pull on and injure you.

Reporting Concerns with Respect

If you observe something that concerns you about how an animal is behaving, or about the condition of an animal, please report it to SCHS staff – not the Board president or another volunteer.

When reporting such incidents, do so respectfully. We have a culture of respect and collaboration at SCHS. Everyone here is trying their best to do what is right for the animals. If



you must report a concern to staff, speak in a polite manner with the intent to have the best possible outcome for the animal. Also, please keep the following in mind at all times:

Volunteers spend only a few hours each week or month with our animals. *The staff are here seven days a week with our animals.* Their knowledge about how to care for animals in a shelter environment runs deep and high. Please do not try to “second guess” the decisions they make, as you most likely will not have the background information or context necessary to make a sound judgment.

If you have reported a concern to staff and feel that it has not been addressed, please speak directly with Board President, Sue Rogers.

Adoption of Animals by Volunteers

It is very common to want to take ALL of the animals home after your first few days of service! If you find an animal you want to adopt, please consider your decision carefully. *We suggest that you wait three months before adopting an animal.* As with all potential adopters, you are required to comply with the standard adoption procedures, which include:

1. Complete an adoption application.
2. Pay the appropriate adoption fees.

Staying Connected

We strongly request that you LIKE our page (www.facebook.com/santacruzhumanesociety), share our posts and tell your friends to do the same. Volunteers are advocates of the shelter and Facebook is one of the best ways to reach people quickly to spread our message.



A DAY IN THE LIFE OF SOCIALIZER

CATS

1. Let SCHS staff know you are here, and **SIGN IN**.
2. Store purses and valuables in the small room between the front desk and operating room.
3. Check-in with staff about recent adoptions, which cats are in need of socializing today, or if there is anything specific you can do during your shift. Ask if any cats are on medication or if there are any illnesses you should be aware of. Look at the front white board to see which animals are available.
4. Socialize cats in the Purr Palace apartments and Sweetie Pie and Sasha, using these general guidelines:
 - a. Visit the healthy, adult cats first.
 - b. Wash your hands before your first visit, and in between each apartment.
 - c. Before entering each apartment, read the Kennel Cards on the doors to learn about who is inside.
 - d. Spend about 20 minutes in each apartment, socializing all cats in the room. Play, cuddle, talk, pet, repeat!
 - e. If any cats could use a little grooming, grab a comb or brush and have at it.
 - f. Spot clean the apartment to keep things tidy. Scoop litter boxes if needed, replace blankets or swap out frayed toys.
5. Wash and put away any grooming tools you used.
6. When you are finished socializing the cats – head to visit the dogs, OR...
 - a. Stroll through the Thrift Store and purchase a new treasure.
 - b. **SIGN OUT** and say goodbye.

Report Medical Concerns or Behavior Changes to SCHS Staff

Watch for any signs of behavior change, listlessness, or illness (drippy eyes and noses, sneezing, diarrhea). Report these to SCHS staff after you have finishing in the apartment. They may already be aware of it, and have the cat or kitten on medication. But it's still important to report what you observe.

If butts or noses or eyes need to be cleaned, please ask SCHS staff to show you how, and which products to use.



A DAY IN THE LIFE OF SOCIALIZER

DOGS

1. Let SCHS staff know you are here, and **SIGN IN**.
2. Store purses and valuables in the small room between the front desk and operating room.
3. Check-in with staff about recent adoptions, which dogs are in need of socializing today, or if there is anything specific you can do during your shift. Ask the Kennel Manager what you can do to help.
4. Socialize dogs using the following guidelines – which are not in any particular order:
 - a. Ask SCHS staff to put a few dogs in the **trail park** and get out there and run with them or play catch.
 - b. Socialize dogs in the **indoor kennels** - spend about 20 minutes in each kennel. Play, cuddle, talk, pet, repeat!
 - c. Socialize dogs in the **southern run**.
 - d. Socialize dogs in the **northern run and kennels**.
 - e. If any dogs could use a little grooming, grab a comb or brush and have at it.
 - f. Ask Kennel Staff if any dogs need a bath; help as needed.
 - g. **If you have been properly trained**, ask SCHS staff which dogs need to be walked, and walk them.
5. Wash and put away any grooming tools you used.
6. When you are finished socializing the dogs – head to visit the cats, OR...
 - a. Stroll through the Thrift Store and purchase a new treasure.
 - b. **SIGN OUT** and say goodbye.

Report Medical Concerns or Behavior Changes to SCHS Staff

Watch for any signs of behavior change, listlessness, or illness (drippy eyes and noses, sneezing, diarrhea). Report these to SCHS staff after you have finishing in the apartment. They may already be aware of it. But it's still important to report what you observe.

If butts or noses or eyes need to be cleaned, please ask SCHS staff to show you how, and which products to use.



Services & Fees *Servicios y Precios*

DOGS

Spay (Female)

Less than 20 lbs	\$95.00
21 - 50 lbs	\$100.00
51 - 79 lbs	\$105.00
80 lbs and Up	\$120.00
In Heat	\$135.00
Pregnant	\$160.00

Neuter (Male)

Less than 50 lbs	\$75.00
51 - 75 lbs	\$85.00
76 lbs and Up	\$95.00
Bilateral Crypto	\$135.00

CATS

Spay (Female)

Any Size	\$75.00
In Heat	\$90.00
Pregnant	\$100.00

Neuter (Male)

Any Size	\$65.00
Crypto	\$100.00

PERROS

Ovariohisterectomia (Femenino)

Menos de 20 libras	\$95.00
21-50 libras	\$100.00
51 - 79 libras	\$105.00
80 libras en Adelante	\$120.00
En Brama	\$135.00
Embarazada	\$160.00

Castración (Masculino)

Menos de 50 libras	\$75.00
51 - 75 libras	\$85.00
76 libras en Adelante	\$95.00
Cripto Bilateral	\$135.00

GATOS

Ovariohisterectomia (Femenino)

Qualquier Tamaño	\$75.00
En Brama	\$90.00
Embarazada	\$100.00

Castración (Masculino)

Cualquier Tamaño	\$65.00
Crypto	\$100.00

OTHER SERVICES/OTRA SERVICIOS

Post-Operative E-Collar	\$10.00
Nail Clipping	\$10.00
Microchip	\$25.00
Distemper/Parvo Vaccine	\$18.00
Rabies Vaccine	\$18.00
Feline Leukemia Vaccine	\$18.00
De-Worm	\$ 7.00
Cat Carrier	\$ 8.00

Boarding

Dog (Perro)	\$17/night*
Cat (Gato)	\$10/night*

*If your animal requires medication, there is an additional fee. Discounts are available for multiple pets.

**Si usted mascota necesite medicación, hay una costo adicional. Descuentos son disponible si trae mas que uno mascota.*

We offer a 50% discount for dog and cat spay/neuter if you have a voucher from Santa Cruz Animal Control. Please ask for more information. *Hay una 50% descuento para castración de perro o ovariohisterectomia de gato, con un vale de Santa Cruz Animal Control. Por favor preguntanos para mas información.*



Boarding Fees

Dogs

1 dog:	\$17 per night
2 dogs:	\$25 per night
3 dogs:	\$30 per night
4 dogs:	\$34 per night
5 dogs:	\$40 per night

Cats

1 cat:	\$10 per night
2 cats:	\$16 per night
3 cats:	\$18 per night
4 cats:	\$20 per night
5 cats:	\$24 per night

Animals that require medication may have an additional fee.

Special fees available for animals boarded for 2 weeks or more.