



## VOLUNTEER MANUAL



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## WELCOME

Welcome to the Paws4ever Volunteer Team! You are a valuable asset to the success of our organization and to the care of each animal who stays at the Paws4ever Adoption Center.

This manual is a tool for you. Use it as a reference for information about volunteer activities, how to reach a staff member, how to handle conflicts while volunteering, and basic procedures for volunteering. Periodically we will add sections to the manual; check the website for the most recent edition.

We want to make sure that the Paws4ever volunteer experience is fulfilling for both you and the animals, so please bring any concerns or suggestions you have forward, and we will ensure that everyone is as happy and healthy as possible.

## MISSION

Paws4ever is a guaranteed adoption animal shelter and sanctuary dedicated to improving the lives of cats and dogs through adoption, training and education.

## ABOUT US

Find more details about each of the following areas of our operation on our website.

### Adopt

The Paws4ever Adoption Center is a placement partner for animals transferred from county shelters, including Orange, Chatham, and Caswell, where the number of adoptable pets outpaces the space to house them. Our animals, who might otherwise have been euthanized, receive the time, care, and training they need to have the best chance for success in a forever home. Paws4ever is here to take adoptable homeless animals and give them a second chance.

### Train

The Paws4ever Learning Center provides the most affordable and comprehensive array of dog training in our area. From basic manners to the most advanced skills, our knowledgeable, friendly instructors will help you achieve your dog-training goals. All training at Paws4ever is reward-based. We use gentle, effective techniques of positive reinforcement to help dogs make good choices. Preregistration is required.

## **Dog Park & Rentals**

The Paws4ever Dog Park is a fenced three-acre off-leash socialization and play area available for members' dogs. It is meticulously maintained and open 365 days a year from 8 a.m. until dusk. Our Learning Center and grounds are available for rent for reunions, corporate retreats, canine events, and more!

## **Legacy Care**

Launching Fall 2014, Legacy Care is a unique membership program through which pet owners can ensure care for their animals when they are no longer able to provide it due to terminal illness or death. Once admitted, program animals will live in the beautifully appointed Legacy Care Residence (across from the Adoption Center) until they can be matched with a stringently selected Legacy Care Provider or adopter.

## **Resale Store**

Shop, Support, and Donate! The Paws4ever ReSale Store in Hillsborough offers a variety of unique, high-quality merchandise for you and your pet. All proceeds support the Paws4ever mission. We accept donations of gently used items and hope you will think about the store the next time you wish to pass on items from your home AND when you are looking for that special something to purchase.

## **HISTORY**

Paws4ever began advocating for animal welfare in Chapel Hill, North Carolina, in 1962 as the Animal Protection Society of Chapel Hill. It incorporated as a nonprofit 501(c)(3) organization in 1972 and as its sphere of services expanded to serve the whole county, changed its name to the Animal Protection Society of Orange County, Inc. in 1977. From 1979–2004, the APS of Orange County, Inc., as a nonprofit charitable organization, also administered the county government contract to operate county animal control services and its open-admission animal shelter, providing rescue, health exams, humane care, nutritional food, disease and parasite control, and veterinary care for sick or injured animals arriving in its care. Through those 25 years, APS of Orange County, Inc., proved itself to be a progressive and dedicated organization to the welfare of all animals and, with the help of several very generous donors, developed the Felicite Latane Animal Sanctuary on 50 acres near Mebane. It is here that the APS of Orange County built and operated a learning center for dog training and a wildlife rescue and rehabilitation center.

In 2000, the APS of Orange County began a capital campaign to build a second shelter facility at the Nicks Road location, to expand its take-in capacity, to shelter more animals and to adopt out more companion animals. In 2003, the wildlife center moved from the sanctuary and out of APS of Orange County auspices to become Piedmont Wildlife Center. In July of 2004, after 25 years of administration, the county government ended its contract with the APS of Orange County to run its animal control services and shelter. In October 2004, the APS of Orange County opened the current Adoption Center as a closed-admission and guaranteed adoption center.

In October of 2008, 43 years after its beginning, the Animal Protection Society of Orange County changed its name to Paws4ever to better reflect the current mission and programs. Our current name and its tagline, "Adopt & Train" brings focus to the core areas of service that continue to make our whole community a progressive leader in the humane treatment of animals.

## **FINANCIAL AND OPERATIONAL SUPPORT**

Paws4ever relies 100% on donations and revenue from programs and services. We greatly appreciate the donation of items needed to care for the animals and for monetary donations. Our specific needs can be found on our website under the Donate tab.

Paws4ever relies heavily on volunteers and we're so appreciative of the time you contribute! There are many ways to volunteer with us including animal socialization, dog training, resale store, administrative, graphic design, event planning and management, grant writing and special projects (like construction or nature trail maintenance). If you have skills and interests that you think would be helpful to us, please let us know.

## **LOCATIONS & HOURS OF OPERATION**

### **Adoption Center, Training Center & Dog Park**

Paws4ever  
6311 Nicks Road, Mebane, NC 27302  
Phone (919) 304-2300  
PAWS4EVER.ORG  
General Email: [info@paws4ever.org](mailto:info@paws4ever.org)  
Adoption Center Email: [adopt@paws4ever](mailto:adopt@paws4ever)  
Dog Training, Rentals, Dog Park Email: [train@paws4ever](mailto:train@paws4ever)

#### Adoption Center Hours\*

Saturday/Sunday: noon until 4pm

Monday/Tuesday: CLOSED

Wednesday/Thursday: 11am until 6pm

Friday: 11am until 5 pm

\*Adoption Center hours are subject to change with the seasons.

#### Volunteer Hours

Wednesday through Sunday 11 a.m. – 6 p.m.

### **ReSale Store**

100 Antique Street  
Hillsborough, NC 27278  
Phone (919) 245-0445  
Email: [store@paws4ever.org](mailto:store@paws4ever.org)

#### Store Hours

Sunday – Wednesday: Closed

Thursday and Friday: 11 a.m. – 6 p.m. Saturday:

10 a.m. – 5 p.m.

Donations accepted during store hours.

# **VOLUNTEER ACTIVITIES**

## **Adoption Center Volunteers**

We welcome volunteers who want to spend time with the Paws4ever dogs and cats! To do so, you must attend a volunteer training session.

During the training you will learn how to take dogs in and out of the building safely and how to practice basic dog training and how to incorporate exercise and play. You will also learn where you can walk the dogs, and the activities you can do with the dog while they are with you (for example, playing in a playpen, practicing training, relaxing quietly together, enjoying the woods trail, etc.). You will learn basic safety procedures for situations that might arise while you are walking or playing with a Paws4ever dog. You will also learn basic dog body language cues, and how to clean up after the dogs, if needed. Paws4ever has a level-system for safe dog handling, and you will learn about this in your volunteer training session.

Our cats love attention, socialization and play. During volunteer training we will talk about how to socialize cats and kittens safely, basic cat body language cues, how to help keep the cat rooms clean, and how to help us observe the health and well-being of the felines. We will talk about how to play with cats and kittens, and help them feel safe and confident with humans.

## **ReSale Store Volunteers**

Volunteers who would like to join the Resale Store team should complete an interest form online, and their inquiry will be referred to the store manager directly. Volunteer opportunities at the store include sorting, pricing, repairing, and displaying items for sale, assisting with events and picking up items from donors' homes.

## **Event Coordinators and Managers**

We host events throughout the year as a way to raise funds and awareness for the organization. Events include adoptathons where we showcase our available animals, major fundraisers, which require a team to plan well in advance, and small fundraisers that require less planning but still need volunteers on the day of the event. To know more, contact [info@paws4ever.org](mailto:info@paws4ever.org).

## **Special Projects Volunteer**

At Paws4ever, we have a regular need for volunteers with special skills. Do you have experience in grant writing, promotions or construction? Do you enjoy being outdoors working with your hands? We would love to hear about any special skills you have that may help Paws4ever! We can refer you to the appropriate event or project leader (or committee) for more information about a specific event. Contact us at [info@paws4ever.org](mailto:info@paws4ever.org).

# PROTOCOL AND GUIDELINES FOR ANIMAL VOLUNTEERS

## Orientation and Training

Every animal volunteer must attend a volunteer training session before getting started. To schedule a training session, contact the Volunteer Program Manager via email ([volunteer@paws4ever.org](mailto:volunteer@paws4ever.org)), online registration form or phone. Dates and times for training sessions are sent to interested potential volunteers each month, by email. Volunteers are required to re-train if they have not worked with Paws4ever animals within a 12-month period.

## Age Requirements

Because of safety concerns and staff constraints, we enforce the following age guidelines, unless special arrangements have been made with adoption center management:

- Adults age 18 and above are welcome to volunteer, and unless there are special physical, developmental, or psychological needs, no additional assistance or supervision is required.
- Children must be 16 years of age to volunteer at Paws4ever. Teens who are 16 or 17 must attend a training session with a parent or legal guardian, and that parent or legal guardian must accompany the teen for the first month of volunteering. If this first month goes well, then the teen may be allowed to volunteer without the parent or legal guardian (at our staff's discretion).
- Adults cannot bring minor children or teens who have not completed a volunteer training session in with them when they volunteer.
- Regular volunteers, adults or teens, may not bring untrained friends along when they volunteer.

## Tracking Volunteer Hours

Volunteers are asked to record hours worked on a personal time sheet in the Volunteer Sign-in Book located at the Volunteer Station. Tracking these hours can be helpful in Paws4ever obtaining grant funding, and understanding the time donated by our volunteers helps us grow our partnership abilities.

## Scheduling

Volunteers are welcome to come in every day of the week except Tuesday, when we are closed to all visitors other than staff. Volunteer hours are from 11 a.m. to 6 p.m. and are subject to change with seasons. Volunteers do not need to call ahead or pre-schedule their hours; simply come to the Adoption Center and check in with staff (as described in the volunteer training session). The Adoption Center may have abbreviated hours or be closed for major holidays; we will try to get an email out to our volunteers about any change in hours on holidays, or feel free to call and ask our staff.

## Dress Code

For your safety we suggest that you wear non-skid rubber-soled shoes while you volunteer. It is NOT a good idea to wear

open-toed sandals or flip flops when moving through kennel areas and walking on the grounds. Please leave all handbags or valuables locked in your car; you need both hands free and full mobility to work safely with our animals. During your volunteer training session, you will be instructed to wear a treat-apron and to carry various dog-handling supplies with you when you are on the property with an animal. Besides being able to carry the necessary supplies with you, the aprons also remind us that you are a trained Paws4ever volunteer.

## **Conduct**

As representatives of Paws4ever, it is very important that you are knowledgeable about our organization, policies and procedures. When dealing with the public, we ask that you always be polite, courteous and helpful, both on-site and at community events. It is extremely important that we give potential adopters accurate information, so it is best to direct potential adopters to a staff member.

## **Equal Opportunities**

Paws4ever maintains a policy of judging volunteers based on her/his own merits, without distinction or discrimination because of color, sex, race, age, national origin, religion, sexual orientation, marital status or non-job related disability. If a potential volunteer has a physical, mental or developmental disability that may affect the safety of the volunteer, our animals or visitors, this should be discussed with the Volunteer Program Manager before training.

## **Privacy**

Your privacy is important to us. Your personal information (name, address, phone number, etc.) will not be shared except as appropriate for internal communications. You will receive emails and communications related to activities and events at Paws4ever unless you choose to opt out.

## **Discipline**

Volunteers who commit minor violations of policy and/or procedure will be verbally counseled in an effort to achieve acceptable compliance. Minor violations might include misunderstandings about how to use leashes, unintentional interference with staff's activities, etc.

Continued violations could result in additional counseling and/or dismissal. It is important for volunteers to understand that all decisions about safe animal handling are made by our Adoption Center staff, and volunteers must follow the safety guidelines provided. If a volunteer or animal is injured, volunteers should immediately seek assistance from staff.

Serious violations (animal abuse, threatening or harassing behavior to staff or visitors, disclosure of confidential information, inappropriate or negative behavior when representing the organization at events, etc.) will not be tolerated and may result in immediate dismissal.

Paws4ever reserves the right to permanently dismiss any volunteer who is non-compliant with basic and essential policies and procedures of the organization. Any volunteer who appears under the influence of drugs or alcohol will not be allowed on the property and may be subject to permanent dismissal.

## **Potential Spread of Disease**

Volunteers should be aware that there is a potential for disease transmission while at the Adoption Center. While the likelihood is low, it is possible for ringworm, kennel cough (especially people with suppressed immune systems) and intestinal parasites (including but not limited to: roundworm, tapeworm, ringworm, hookworm, toxoplasmosis, coccidiosis, etc.) to be transmitted from animals to humans.

## **Disease Control & Prevention**

The best way to prevent the spread of disease while you are volunteering is to sanitize your hands regularly. Paws4ever provides access to a sink with soap, and waterless hand sanitizer can also be found in many dispensers around the adoption center. Your compliance with this will greatly reduce the spread of disease from animal to animal. In addition, you should alert adoption center staff if you observe any potential illness or injury in any Paws4ever animals.

## **Adoptions**

Volunteers interested in adopting an animal from Paws4ever must complete an adoption application form, which should be submitted to adoption center staff. Adoption is contingent upon the volunteer meeting the guidelines as set forth in the Paws4ever adoption policy and payment of all applicable fees.

## **Conflict Resolution**

Volunteers experiencing problems with staff, customers or animals on any given day should first contact the staff person in charge, and then the Adoption Center Manager if available. If a volunteer has concerns about general volunteer protocol, they should contact the Volunteer Program Manager. The Volunteer Program Manager, and the Adoption Center Manager, are the liaisons for volunteers and staff members. Complaints or grievances will be discussed with the volunteer, and an effort made to find resolution; if needed the concerns or grievances can be conveyed to the Executive Director for further consideration.

## **Chain of Command**

Volunteers → Volunteer Program Manager → Adoption Center Manager → Executive Director

## **THANK YOU**

We truly appreciate volunteers at Paws4ever. And the animals greatly benefit from the love, care, and attention you provide.

Thank You,  
Paws4ever Staff and Board of Directors