

2013



## Volunteer Handbook

Revised October 24, 2013

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## ABOUT WEST COLUMBIA GORGE HUMANE SOCIETY

### Mission

The mission of the West Columbia Gorge Humane Society is to end euthanasia of all healthy or treatable companion animals in our community and find them permanent, loving homes.

### History

The WCGHS is a no-kill, independent, non-profit animal shelter established in 1994. Originally operated as a cats-only shelter, WCGHS entered into an agreement with the cities of Camas and Washougal in 2007 to manage the Animal Control facility located next door to the cat shelter. This facility is completely separate from the cat shelter and houses up to 12 dogs awaiting owner redemption or adoption. Thanks to the generous donation of a 1450 square foot manufactured home by a local business in 2008, we were able to replace the original cat building, which more than doubled our capacity. This also allowed us the ability to have separate spaces for intake, isolation of sick cats, and a future spay/neuter clinic. We currently have the capacity for 80 cats, with another 60 cats and kittens housed in local foster homes.

### What is a No-Kill Shelter?

While we are not able to take all animals that come to us, because of space, we make a lifetime commitment to those we shelter. We dedicate resources to quality adoptions, foster homes, sheltering, community outreach, and education as alternatives to euthanizing healthy animals for population control. We advocate spaying and neutering and also support Trap-Neuter-Return (TRN) programs for free roaming cats.

### Who do we help?

Clark County residents make thousands of calls to us for help each year. We respond to each one, offering advice and assistance with pet problems to help keep the animals with their owners. We take in as many animals as our staff, space, and foster network are able to accommodate.



## Shelter Management

The West Columbia Gorge Humane Society's Board of Directors is an all-volunteer board comprised of residents from the local community. Board meetings are held the second Thursday of each month at 6:30 p.m. at St. Anne's Episcopal Church in Washougal.

The Board has nine areas of focus comprised of 52 working committees lead by WCGHS volunteers. Areas of interest include:

- 🐾 **Planning:** Strategic Planning, Project Management and Grant Writing
- 🐾 **Development:** Events, Corporate Sponsorship, Capital Campaigns, Sustained Donor Opportunities, Major Gifts and Employee Giving
- 🐾 **Communications/Marketing:** Print, Graphic Design, Website-Frontend, Newsletters, Branding, Social Media, Customer Service, Photography/Video and Merchandise
- 🐾 **Environment of Care:** Medical, Operations, Data Entry, Facilities and Animal Behaviors/Needs
- 🐾 **Adoption/Foster:** Adoption Events, Adoptions, Fosters and Adoption Follow Up
- 🐾 **Finance:** Budget, Audits, Tax Filings, Accounting, Intake of Money and Procurement
- 🐾 **Community Outreach:** Events (non-adoption), Education, Youth Programs, Spay & Neuter Outreach, Bully Breed Ambassador, Partnership Coordinator, Therapy and Community Stewardship
- 🐾 **Personnel Management:** Human Resources, Volunteer Recruitment, Volunteer Retention, Crisis Management and Youth Volunteers
- 🐾 **IT/Technology:** Software, Hardware, Security, Website-Backend, Infrastructure and Data Support

## 2013 Board of Directors

- 🐾 Drew Snyder – President, [drews@wcghs.org](mailto:drews@wcghs.org)
- 🐾 Lauren Hsu – Treasurer, [laurenh@wcghs.org](mailto:laurenh@wcghs.org)
- 🐾 Theresa Robarge – Secretary, Special Projects, [theresar@wcghs.org](mailto:theresar@wcghs.org)
- 🐾 Darci Lee – Development, [darcil@wcghs.org](mailto:darcil@wcghs.org)
- 🐾 Diana Alderman – Adoption, [dianaa@wcghs.org](mailto:dianaa@wcghs.org)
- 🐾 Heidi Murphy – Community Outreach, [heidim@wcghs.org](mailto:heidim@wcghs.org)
- 🐾 Misha Piccola – Communication/Marketing, [mishap@wcghs.org](mailto:mishap@wcghs.org)
- 🐾 Rochelle Ramos – Personnel & Volunteer Management, [rocheller@wcghs.org](mailto:rocheller@wcghs.org)
- 🐾 Steve Cole – Information Technology, [stevec@wcghs.org](mailto:stevec@wcghs.org)

## Employees

- 🐾 Dog Kennel Manager – Sara Bertrand, [sarab@wcghs.org](mailto:sarab@wcghs.org)
- 🐾 Cat Kennel Manager – Carrie Nottingham, [carrien@wcghs.org](mailto:carrien@wcghs.org)
- 🐾 Volunteer Services Manager – Kathy James, [kathyj@wcghs.org](mailto:kathyj@wcghs.org)

## Contact Information

Physical address:  
Dog & Cat Shelter  
2675/2695 S. Index St.  
Washougal, WA 98671

Mailing address:  
Dog & Cat Shelter  
PO Box 270  
Washougal, WA 98671

Cat Building: 360.835.3464  
Dog Kennel: 360.335.0941  
Fax: 360.859.4544

Website: [www.wcghs.org](http://www.wcghs.org)

Email addresses for WCGHS:

[info@wcghs.org](mailto:info@wcghs.org) – general questions, animal surrenders

[admin@wcghs.org](mailto:admin@wcghs.org) – banking questions

[medical@wcghs.org](mailto:medical@wcghs.org) – medical needs/questions

[outreach@wcghs.org](mailto:outreach@wcghs.org) – community outreach questions

[volunteer@wcghs.org](mailto:volunteer@wcghs.org) – volunteer questions

## Hours of operations

Weekdays: 9:00 a.m. to 2:00 p.m.

Weekends: 8:00 a.m. to 1:00 p.m.



## BECOMING A VOLUNTEER

### Goals of the Volunteer Program

- 🐾 To recruit and retain a group of dedicated volunteers who are willing to take on the tasks necessary to support the mission of the WCGHS.
- 🐾 To provide initial training and periodic updates to ensure that all volunteers are up-to-date on current policies and procedures
- 🐾 For volunteers to become ambassadors for the safety and welfare of animals in our community.
- 🐾 To provide volunteers with pride and a sense of purpose in making a difference in the lives of homeless animals.

### Volunteering at WCGHS

WCGHS relies almost entirely on volunteers to keep the shelters functioning day in and day out. There are a wide range of opportunities to volunteer within the agency. From serving on a committee to walking a dog, all persons who donate their time play a vital role in improving the life of the animals we serve.

### Application Process, Screen and Orientation

All potential volunteers must attend an orientation and fill out a Volunteer Application, including waivers and building access documents. The application will be reviewed by the Volunteer Services Manager or Volunteer Committee member through a phone or email screen. The purpose of the screen is to try to best match the needs of the shelter with the applicant's interests, abilities and time availability.

### Training

After the prospective volunteer attends the new volunteer orientation and turns in the required documents, they then be will be contacted by a shelter manager within 2 weeks time. The shelter manager will arrange their schedule and specific area training and policies. All volunteers **MUST** attend the specific job training for their area prior to volunteering. For example, all dog walkers must attend a dog walking class. These trainings will be conducted by an experienced dog walker or professional dog trainer. A short period of job shadowing may be provided to ensure all procedures are well understood.

### Badges

All volunteers are expected to wear their WCGHS volunteer badge when volunteering at the shelter or events. A badge will be issued to volunteers once they begin volunteering and show a commitment. Our badges are an expense to the shelter and a replacement charge of \$2.00 will be required for lost badges.

## Age Qualifications

**Adult Volunteers:** 18 years and up

**Youth Volunteers:** Volunteers must be at least 14 years of age and be able to make a six month commitment. Any volunteer younger than 16, please have a parent email [volunteer@wcfgs.org](mailto:volunteer@wcfgs.org) to sign up for special opportunities.

## Special Case Volunteers

Volunteers who are associated with agencies such as Goodwill, PIC or ARC should be handled by the shelter managers on a case by case basis.

## Visitors and Personal Guests

Only WCGHS approved volunteers and employees may handle or transport animals in shelter care. Any guests wishing to shadow a volunteer must be pre-approved by the Volunteer Services Manager and will not be able to interact with the animals.

## Attendance

Because the shelters are volunteer operated facilities, we require that all volunteers be reliable and punctual. Volunteers scheduled for a cleaning shift are expected to find a replacement cleaner if they are unable to make their shift. If this is not possible, they must notify the volunteer coordinator as soon as possible. A contact list of current volunteers will be made available to each person.

## Personal Expectations

**Volunteers must:**

- 🐾 Support the mission of WCGHS both inside the shelter and in the community
- 🐾 Take their commitment as a volunteer seriously
- 🐾 Treat the animals with care, patience and respect
- 🐾 Conduct themselves in a professional manner with co-workers and the public
- 🐾 Keep all client data confidential
- 🐾 Be open and honest about your current assignment. If it's not a good fit, we'll find something else. Feedback is welcome and encouraged.
- 🐾 Always ask before you make a decision you are unsure of the answer
- 🐾 Treat all WCGHS volunteers and paid staff with respect
- 🐾 Adhere at all times to policies and procedures that have been established
- 🐾 Communicate – we are all working together and need to stay informed
- 🐾 Be a team player, it takes all of us to keep WCGHS successful

## WCGHS VOLUNTEER ON-GOING OPPORTUNITIES

**Shelter Cleaners:** Light housekeeping including cleaning kennels, changing litter boxes, laundry, dishes, feeding, vacuuming and mopping.

**Adoption Center Cleaners:** Visit Petco and PetSmart locations where WCGHS offers pet adoptions to clean litter boxes, feed and visit with the cats on display.

**Adoption Aides and Counselors:** Meet with potential adopters and facilitate the adoption process.

**Dog Walkers:** Regularly walk the dogs. This is great exercise in a nice community park along the Columbia River and at the nearby Washougal Dog Park.

**Foster Care:** Foster caregivers help raise and socialize kittens and puppies in their private homes, and care for 'special needs' pets.

**Transporters:** Take animals to veterinarian appointments and back and forth to adoption centers and other adoption events.

**Bedtime Check:** Evening pet care. Litter boxes, food, water, and quiet socializing. Great family time where kids can learn the value of volunteer service in the community.

**Phone and Data Entry Support:** Answer calls about lost and found pets, adoptable pets, and basic shelter information. Help with record keeping.

**Community and Special Events:** Staff community and fund raising events, give education presentations, and run errands.

**Fundraising:** Do you have a special talent or skill that would be valuable to a special fund raising effort? Let us know how you would like to help.

**Newsletter and Website:** Contribute articles and help with other tasks needed to produce our newsletters and maintain our website. We also need help uploading information on our animals into national animal adoption website data bases.

**Photographer:** We are always in need of attractive photos of our cats and dogs to promote their adoption into permanent, loving homes.

**Maintenance:** Our dog and cat shelters always need odd jobs and minor maintenance help. Call us to find out how you can be handy. Sometimes big jobs, too.

**Marketing:** Help promote the work of the animal shelter. Encourage pet adoptions. Solicit involvement from local residents, businesses, and community organizations. Help raise money to care for the animals.

## VOLUNTEER EXPECTATIONS

### Scheduling

Scheduling for shelter duties and adoption center care is done by the shelter manager. Prior notification is appreciated for any changes due to vacation or other conflicts. If this commitment cannot be honored for any reason, the volunteer's supervisor should be notified so that a replacement can be found.

### Absence

As with any paid or unpaid position, it is asked that you notify your supervisor as soon as you are aware that you will be unable to fulfill your volunteer shift. Additionally, you may be asked to find a person to cover your shift.

### Dog & Cat Shelter Security

All shelter volunteers are entrusted with the entry code for the cat shelter. Each volunteer will be required to sign the "Cat/Dog Shelter Security" form which states that the entry code is to remain confidential, and should not be shared with anyone. It is the volunteer's responsibility to ensure that the door to the outside is secure at all times during their shift and locked when they leave.

WCGHS has video surveillance cameras located at the dog shelter to ensure the safety of our animals and volunteers.

### Sign-in Procedures

**Cat Shelter:** A volunteer logbook is located on the desk in the reception area of the shelter. All volunteers are expected to record their name, the date, duties performed (e.g. "cleaned Intake Room") and hours worked.

**Dog Shelter:** A volunteer sign-in clipboard is located above the dryer in the shelter. All volunteers are expected to record their name, the date, duties performed (e.g. "cleaned kennels") and hours worked.

This information helps us track the tasks performed and the volunteer hours worked each month, which is crucial when applying for grants and funding.

## **Harassment/Discrimination**

West Columbia Gorge Humane Society is committed to providing a harassment-free workplace for both staff and volunteers. WCGHS will not tolerate any speech or conduct that is intended to, or has the effect of, intimidating, abusing or harassing any employee or volunteer because of his or her race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, ancestry, age, physical or mental disability, veteran status, or any other characteristic protected by law. This policy applies to any person associated with the organization.

## **Alcohol and Drug Policy**

The West Columbia Gorge Humane Society is committed to maintaining a safe and productive working environment for all individuals. The use of drugs or alcohol by individuals associated with WCGHS could create a serious threat to safe and productive operations. Therefore, to protect the health and safety of fellow volunteers, employees, the general public, and to safeguard WCGHS property and community image, WCGHS has adopted this Drug and Alcohol Abuse Policy. Volunteers who violate this policy are subject to disciplinary action up to and including immediate termination from the volunteer program.

West Columbia Gorge Humane Society prohibits the manufacture, distribution, possession, concealment, use, sale, purchase, transfer of or being under the influence of alcohol, inhalants, illegal drugs or controlled substances while on the job, including meal and break periods, on WCGHS premises, including parking lots, in WCGHS owned vehicles or while on WCGHS business, whether on or off WCGHS premises, including meetings, adoption events and community events. If a WCGHS event is held where alcohol is being served, all WCGHS staff and volunteers attending such functions must exercise restraint in their use of alcoholic beverages, keeping in mind that their conduct is a reflection of WCGHS.

The legal use of prescribed drugs is permitted while on duty only if it does not impair a volunteer or employee's ability to perform the essential functions of their job effectively and in a safe manner that does not endanger other individuals in the workplace or animals in their care.

## WORKPLACE SAFETY

### Volunteer Accident Reporting

The policy of WCGHS and the City of Washougal is that all bites or scratches that break the skin, whether intentional or not, must be reported immediately upon injury. If a cat or dog bites or scratches and breaks the skin, please contact the Volunteer Services Manager or Personnel Board Member (listed on page 2 of this manual) as soon as possible. ***An incident report must be completed for our records.*** The injured area should be immediately washed with soap and water, and the volunteer should seek appropriate medical care from their primary care physician.

**Cat Shelter:** For minor scratches or scrapes, first aid supplies are located in the labeled drawer of the portable storage unit in the kitchen.

**Dog Shelter:** For minor scratches or scrapes, first aid supplies are located in the black cabinet below the sign in sheet.

### Limited-Access Areas

**Cat Shelter:** The Isolation Areas of the shelter are off limits to all volunteers that have not specifically been trained in isolation procedures. These areas are accessed only from the outside and any worker going in these areas must be completely disinfected before entering the main part of the shelter. These procedures are critical for protecting the main population from the often very contagious illnesses that we may be treating in isolation areas.

**Dog Shelter:** The dog shelter does not have a designated isolation area. Instead, animals that require handlers with specific training or experience are in marked kennels. Information is listed on the chart on the individual dog kennel. Volunteers are asked to read the notes prior to opening the dog's kennel door or placing fingers/hands in the kennel. These procedures are critical for protecting both the animal and the volunteers.

### Appropriate Dress

When working directly with the animals or performing cleaning duties, it is recommended that volunteers wear comfortable clothing and convey a neat, professional image when working with the public. WCGHS shirts are available for purchase but not required for volunteers.

We encourage our volunteers to:

-  Wear closed-toed shoes or rubber boots that can be easily disinfected (flip flops and sandals are not allowed)
-  Clothes that will not be ruined by bleach and/or cleaning products
-  Remove dangling jewelry for safety reasons
-  Wear appropriate gloves, coveralls and booties when necessary
-  When representing the shelter at special events, volunteers are asked to convey a professional public image.

## **Personal Hygiene and Disease Prevention**

While volunteering at WCGHS, volunteers may come into contact with diseases communicable to humans and/or to household pets. All volunteers should take care to change and wash any clothes and shoes worn while volunteering at the shelter so as not to spread disease to personal pets. Any volunteer approved to work with sick animals should be properly protecting themselves from disease, particularly those transmitted to humans. WCGHS recommends that personal pets of volunteers remain current on all veterinarian recommended vaccinations.

When working with animals, it is important to follow good hygiene practices to protect your health and the health of the animals.

- 🐾 Change shoes (or wear booties) and wash your hands upon arrival at the shelter
- 🐾 Keep hair tied back or wear a cap
- 🐾 Wash hands and/or disinfect between tasks
- 🐾 Wear disposable gloves when cleaning up messes or handling litter boxes
- 🐾 Wash hands thoroughly (up arms, between fingers) before leaving
- 🐾 Change clothes when you get home before interacting with your own pets. Wash your clothes in hot water and bleach, if possible.

## TERMINATION POLICY

### Grievance Policy

The purpose of the grievance process is to maintain an atmosphere of open, two-way communications between staff and volunteers, to foster an environment of trust and to resolve volunteer issues and concerns in a timely manner. You are encouraged to raise concerns directly to the Volunteer Services Manager as soon as possible.

### Volunteer Resignation

For a variety of reasons, a volunteer may at any time decide to no longer donate their time to our facility. If the reason has to do with the particular job that you have been working in, we will commit to finding a better fit for your interests and talents. We would ask that if you do decide to leave, that you please give us sufficient notice (1-2 weeks) to be able to find a replacement for your position.

### Dismissal of a Volunteer

Volunteers are essential to the success of the WCGHS. We hope to attract hard-working, dedicated volunteers to our organization, and will work hard to be sure they have the knowledge, tools and support they need to be successful. We expect our volunteers to support our mission and comply with our established policies and procedures. In the unfortunate event that a volunteer does not adhere to the policies, procedures and values of WCGHS, termination of our relationship may result by a manager or board member if deemed necessary.

Grounds for dismissal include, but are not limited to:

- 🐾 Unlawful harassment or assault of fellow volunteers, customers, employees or anyone else
- 🐾 Coercion, intimidation, or threatening any person on shelter property
- 🐾 Discourteous treatment to or the use of inappropriate language toward a shelter employee, customer, volunteer or anyone else
- 🐾 Physical abuse to animals or any intentional act to harm an animal
- 🐾 Possession of weapons or firearms on shelter premises or in shelter vehicles.
- 🐾 Conduct undermining to the shelter and its objectives
- 🐾 Making slanderous or libelous statement(s) concerning fellow volunteers, customers, volunteers, the organization or the animals it shelters
- 🐾 Immoral conduct or indecency on shelter property
- 🐾 Posting or removal of notices, signs or writing in any form on bulletin boards without specific approval by a supervisor or manager
- 🐾 Excessive tardiness or absenteeism
- 🐾 Failure to follow policies of shelter vehicle use
- 🐾 Unsatisfactory job performance
- 🐾 Improper use of confidential information about WCGHS

- 🐾 Conducting personal business on shelter time or engaging in excessive, unnecessary or unauthorized use of shelter equipment, supplies or resources (including personal use of shelter vehicle and property without proper authorization)
- 🐾 Violation of the shelter's Alcohol and Drug Policy
- 🐾 Theft or unauthorized removal of property belonging to others or to WCGHS
- 🐾 Malicious damaging of shelter property or that of fellow volunteers, customers, employees, or anyone else
- 🐾 Failure to report an accident or personal injury immediately
- 🐾 Refusing to give information to a supervisor or manager
- 🐾 Violation of any safety procedure, program, or rule; causing unsafe conditions or carelessness with regard to your own safety or the safety of others
- 🐾 Failure to properly use safety devices, tampering with safety equipment and/or attempting to bypass or defeat a machine's safety feature(s)
- 🐾 Smoking in areas where it is prohibited
- 🐾 Littering or causing unsanitary or unsightly conditions
- 🐾 Unauthorized solicitations or distributions
- 🐾 Failure to report and allocate donations intended for WCGHS
- 🐾 Any other conduct which WCGHS deems to be grounds for disciplinary action or discharge.

## THE ANIMALS

### Sick or Injured Animals

If you notice an animal that does not look “right” to you for some reason (limping, coughing, diarrhea, nasal or eye discharge, etc.), tell a manager immediately. This does not often occur but the sooner we know an animal may have a problem, the sooner we can begin to provide medical support.

Do not hesitate to say something because you feel you might be overreacting or mistaken. You may well be the first person to notice something important.

### Aggressive Animals

We do our best to screen our animals for behavior problems before making them available to the public. However, aggression may take many forms and may only show itself after an animal has become comfortable in its surroundings. We do not wish to place any animal that may be a danger to either humans or other animals.

If you notice any type of aggressive behavior, even over food or toys (possessive aggression); please report it to a manager immediately. This will help us prevent an injury to either a person or another animal.

### Safety First – For Your and the Animal’s Safety

- 🐾 **NEVER** attempt to grab a fleeing animal.
- 🐾 **NEVER** reach with your hands or insert any other body part into a fight.
- 🐾 **NEVER** begin screaming should a fight occur.
- 🐾 If one or more dogs are on leashes when a fight begins, **DROP THE LEASH(S)**. One animal may be able to escape the other and neither you nor the dog(s) will get tangled and possibly worsen potential injuries.

### Points to remember when approaching an animal

- 🐾 An animal should first be touched or petted in the non-threatening areas: **under the chin or on the chest.**
- 🐾 Never “loom” over the animal.
- 🐾 Looking directly into the eyes is considered by the animal to be a threatening dominance gesture.
- 🐾 Always move and speak quietly and gently.
- 🐾 Kneel or squat so that you are more on the animals’ level.
- 🐾 Always leave the animal room to exit around you if he/she feels threatened.
- 🐾 Do not attempt to “kiss” an animal.

### **Keep in mind that animals are prone to bite, flee or be frightened when**

- 🐾 They are eating.
- 🐾 They are fighting with another animal.
- 🐾 There is a sudden loud noise or unexpected movement.

### **Signs of a potentially aggressive response:**

- 🐾 Yawning - a yawning animal may be conflicted.
- 🐾 Backing away, turning face away
- 🐾 Lifted lips with or without teeth exposed
- 🐾 Hackles (hair along back) raised
- 🐾 Growling, snarling, hissing
- 🐾 Staring
- 🐾 Tail raised stiffly and/or wagging stiffly

**NOTE: These suggestions for both your safety and the animals' will only work if you take the time necessary to observe an animal before you approach it or open a cage/run door.**

## **SUMMARY**

These guidelines have been compiled to inform you of the West Columbia Gorge Humane Society practices, and policies. Since these policies may change with time, consult a manager as well as your handbook if you have any questions. A copy of this handbook will be available on our website with revisions distributed via email to volunteers. Please sign and date the Acknowledgement and Confidentiality Pledge form at the end of this handbook and turn it into a shelter manager. This is our guarantee that you have been properly informed of your volunteer responsibilities.

**REMINDER:** It is the responsibility of the volunteer to read this document. If there are any questions, or you do not understand some portion of this document, please contact the Volunteer Coordinator or Shelter Manager. Adherence to this handbook will insure a safe environment and promote a good working relationship. Volunteering can be very rewarding and we sincerely hope you enjoy working with us toward our goals.

## WAIVER OF LIABILITY

The undersigned acknowledges that services provided to the West Columbia Gorge Humane Society (WCGHS) are strictly voluntarily and in a volunteer capacity without any express or implied promise of salary, compensation or other payment of any kind. The undersigned further understands that certain risks may be associated with performing these services and he/she accepts those risks.

In consideration of being permitted to perform volunteer services for the WCGHS, the undersigned, for himself/herself and his/her heirs and representatives voluntarily and knowingly executes this document and expressly waives any and all rights, claims or causes of actions, including, without limitation, those involving bodily injury or property damages to the undersigned, or to the undersigned's family or property while the undersigned is engaged directly or indirectly, in performing services, whether or not caused by the negligence of the WCGHS, its officers, board of directors, agents and employees harmless from and against any and all liability, damage, loss, cost and expense incurred as a result of any claim, demand, or cause or action, brought against the WCGHS, its officers, board of directors, agents or employees, jointly or individually, for bodily injury or property damage suffered as a result of the undersigned's reckless or willful act or omission in the performance (or failure to perform) of volunteer services.

The undersigned has read and fully understands the content of this Waiver of Liability. This Waiver of Liability shall continue in full force and effect until all volunteer services have been terminated.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (please print)

## ACKNOWLEDGEMENT AND CONFIDENTIALITY PLEDGE

I have received and read a copy of the West Columbia Gorge Humane Society Volunteer Handbook. I acknowledge that it is my responsibility to ask questions about anything that I do not understand regarding the information presented in the volunteer handbook. If I have not asked any questions, it is because I understand the contents of this volunteer handbook.

I understand that the contents of this volunteer handbook are presented to me for guidance and orientation only. I understand that as a volunteer at-will, I am free to resign at any time, just as the West Columbia Gorge Humane Society is free to terminate our relationship at any time.

I understand that it is my responsibility to abide by all of West Columbia Gorge Humane Society policies set forth in this volunteer handbook. I further understand that the procedures, working conditions, and policies described in the volunteer handbook are subject to change at any time by West Columbia Gorge Humane Society.

I grant WCGHS and its representatives my permission to publish or otherwise use in any medium and for any lawful purpose, any photographs/images taken of me while volunteering, in perpetuity. I understand that these images will be included in WCGHS stock photo files which may or may not be used in advertising and promotional mediums. I also agree that the photos/images will remain the sole property of WCGHS and waive any right to prior approval for any use of the photo(s)/image(s) and understand that WCGHS is not compensating me for allowing the use of photos/images. I freely agree to these terms.

I agree that I will hold in strict confidence, and not use, divulge, disclose, or communicate to any person or entity any information relating to the identity of West Columbia Gorge Humane Society customers, financial records, euthanasia, health information or inventories (collectively referred to as confidential information) as long as such information is not generally known to others outside the West Columbia Gorge Humane Society.

I will maintain this confidentiality for the term of my service and for a period of one (1) year following separation from the West Columbia Gorge Humane Society. I understand that this confidentiality pledge will remain in effect after separation and that I will deliver to the West Columbia Gorge Humane Society any originals and all copies of confidential information described above immediately upon termination, and that I will not take any confidential information without the written consent of the Shelter Manager or Board Member of the West Columbia Gorge Humane Society.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Volunteer Services Manager  
West Columbia Gorge Humane Society

\_\_\_\_\_  
Date