



Volunteer Handbook



Welcome to West Columbia Gorge Humane Society's Volunteer Program.

This handbook is to provide you with information to benefit you, as you work in the shelter.

Thank you for joining our team!

Table of Contents

| | |
|--|-----------|
| About West Columbia Gorge Humane Society | 4 |
| History | 4 |
| Shelter Management | 5 |
| Becoming a Volunteer | 5 |
| Volunteering at WCGHS | 5 |
| Goals of the Volunteer Program | 5 |
| Age Qualifications | 5 |
| Special Case, Community Service and Group Volunteers | 6 |
| Application Process and Orientation | 6 |
| Volunteer Opportunities | 6 |
| Board of Directors | 6 |
| Dog Shelter | 6 |
| General Information | 6 |
| AM Care | 6 |
| PM Care | 6 |
| Enrichment | 7 |
| Dog Walker | 7 |
| Cat Shelter | 7 |
| General Information | 7 |
| AM Care | 7 |
| PM Care | 8 |
| Enrichment | 8 |
| PetSmart Cattery | 8 |
| Sunday Medication Administration | 8 |
| Other Volunteer Opportunities | 8 |
| Surgical Assistant | 8 |
| Adoption Counselors | 9 |
| Animal Transport | 9 |
| Office Assistant | 9 |
| Events | 10 |
| Foster Care | 10 |
| Other | 10 |
| Volunteer Training | 10 |

| | |
|---|-----------|
| Expectations | 12 |
| Personal Expectations | 12 |
| Attendance | 12 |
| Canceling Your Shift | 12 |
| Shelter Security | 13 |
| Sign-in Procedures | 14 |
| Visitors and Personal Guests | 14 |
| Dress Code | 14 |
| Working Special Events | 14 |
| Workplace Safety | 15 |
| Accident Reporting | 15 |
| Personal Hygiene and Disease Prevention | 15 |
| Harassment/Discrimination | 15 |
| Alcohol and Drug Policy | 16 |
| Smoking Policy | 17 |
| Termination Policy | 17 |
| Grievance Policy | 17 |
| Volunteer Resignation | 17 |
| Dismissal of a Volunteer | 17 |

About West Columbia Gorge Humane Society

History

West Columbia Gorge Humane Society (WCGHS) is an independent, 501(c)(3) nonprofit animal shelter located in Washougal, Washington.

Established in 1994, our programs and services are carried out by a small staff and over 100 volunteers who are dedicated to the welfare of animals in need from our community and beyond. Hundreds of animals and people are the recipients of our compassionate care and assistance each year.

WCGHS is focused on bettering the lives of both pets and their people in our community. This is why we are committed to these tenets of socially conscious animal sheltering:

1. Finding placement for every healthy or treatable animal.
2. Ensuring unwanted or homeless pets have a safe place to go for shelter and care.
3. Assessing the medical and behavioral needs of unwanted or homeless animals and ensuring these needs are thoughtfully addressed.
4. Aligning shelter policy with the needs of the community.
5. Alleviating suffering and making conscientious decisions regarding euthanasia based on the health and safety of the animal.
6. Enhancing the human-animal bond through proper matchmaking and post adoption support.

WCGHS believes that sheltering should be based on the principle that each animal is an individual with its own story. We believe that animals deserve the utmost respect and are cared for in the most compassionate manner. When animals are placed in our care, we take into consideration our capacity for meeting their needs, the safety of the community, and the quality of life of both pets and people.

Animals come to WCGHS through owner surrender and partner organizations. WCGHS is also contracted by the Animal Control division for the cities of Camas and Washougal to manage and care for stray dogs found in the community.

Our campus consists of two separate buildings; one for dogs and one for cats. We also have an extensive foster home network, and we operate an adoption center located inside our local PetSmart. Like all shelters, we have limited space and resources, but when we accept an animal into our care, we make a lifetime commitment to its well being.

By definition, WCGHS has been what is known as a “no-kill” shelter since its inception because of our over 90% save rate. We have chosen to no longer use the term “no-kill” to describe our mission due to backlash toward shelters who are unable to meet this criteria. In parts of the U.S., and pockets of the Northwest, there are shelters who must euthanize healthy animals because they have no space or resources to care for them. By collaborating with these overburdened organizations, we are able to transport animals to WCGHS in an effort to save lives and place these animals in loving homes.

WCGHS relies solely on donations. Funding for our programs and services comes from individuals, corporations, foundations and grants. We host two fundraising events per year: “A Tail to Remember” Dinner & Auction and “Hike on the Dike” - Walk/Run for the Animals. No funds are received from the state or other humane societies. WCGHS operates independently of any other shelter group.

Shelter Management

West Columbia Gorge Humane Society relies on a limited number of staff, a core group of volunteers and the Board of Directors to take care of the day to day operations, shelter management, fundraising and events. The West Columbia Gorge Humane Society’s Board of Directors is an all-volunteer board comprised of residents from the local community

Becoming a Volunteer

Volunteering at WCGHS

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

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.

Age Qualifications

Adult Volunteers: Volunteers are asked to commit to a minimum of six months, while volunteering a minimum 4 hours a month.

Youth Volunteers: Volunteers 16-18 years old may be approved to volunteer without a parent during open hours when staff is on-site. Youth under 16, and of school age, they must volunteer with a parent or guardian. The adult must also be an active volunteer and is expected to supervise while working alongside the youth.

Volunteers ages 12 and older are able to volunteer for any shift in the cat shelter with a parent present. Volunteers 6-12 are able to volunteer for enrichment shifts only with a parent or guardian present.

Special Case, Community Service and Group Volunteers

At this time WCGHS is not able to offer volunteer opportunities for court mandated community service hours, students or youth programs. Corporate Volunteer Group opportunities are occasionally available on a case by case basis, depending on shelter needs at the time.

Application Process and Orientation

Once an online volunteer application is filled out and processed by a WCGHS staff member, the Volunteer Coordinator will contact the applicant to schedule an orientation. All info@wcghs.org potential volunteers must attend an orientation. Group volunteer orientations are scheduled monthly, and individual orientations may be offered in between group orientations.

Volunteer Opportunities

Board of Directors

Board members are committed to the long-term interest of the organization and animal welfare. They meet regularly to oversee and direct operations, set policies, evaluate and more. Interested in joining WCGHS' board of directors contact us at board@wcghs.org

Dog Shelter

General Information

Shelter volunteers are assigned to a color level based on training and experience. Volunteers may stay at their assigned color level, or request training to advance in levels.

AM Care

AM Care volunteers assist in the daily care of the dogs in the shelter. Shifts are normally scheduled for 9 am until 11 am, or until completed. Volunteers must shadow an AM Care Volunteer Trainer to be approved for AM Care. Volunteers for AM Care must be able to handle green level dogs. AM Care tasks include but are not limited to: Feeding, medication administration, laundry, dishes, cleaning and disinfecting kennels, mopping and sweeping, and taking dogs out to gravel yards for potty breaks.

PM Care

PM Care volunteers come to the shelter in the evenings to care for the dogs. Shifts are normally scheduled for 6 pm until 8 pm, or until completed. Shifts are performed without staff on-site and volunteers must shadow a PM Care Volunteer Trainer to be approved for PM Care. Volunteers for PM care must be able to handle yellow level dogs, and be approved to be on-site after hours. PM Care tasks include but are not limited to: Feeding, medication administration, cleaning kennels as needed, laundry, dishes, and taking dogs out to gravel yards for potty breaks.

Enrichment

Enrichment volunteers provide the dogs with mental and/or physical stimulation to help keep them happy and healthy. Volunteers are typically scheduled for 1-2 hours shifts throughout the day. Volunteers must shadow an Enrichment Volunteer Trainer to be approved for Enrichment. Volunteers for Enrichment must be able to handle green level dogs, unless they are going to provide a form of non-handling enrichment only. Enrichment tasks include but are not limited to: preparing enrichment items, spending time with each animal, and providing a form of handling or non-handling enrichment.

Dog Walker

Dog Walker volunteers provide the dogs with much needed exercise to help keep them happy and healthy. Volunteers are typically scheduled for 1-2 hours shifts throughout the day. Volunteers must shadow a Dog Walker Volunteer Trainer to be approved for Dog Walking. Volunteers for Dog Walking must be able to handle green level dogs. Dog Walker volunteers walk WCGHS resident dogs, providing proper leash and basic behavior training. Dogs can be walked along the Columbia River Dike Trail, which is located directly across from the shelter. Volunteers may be authorized on a case-by-case basis to take approved dogs for an off-site outing or hike.

Cat Shelter

General Information

WCGHS cat shelter is a colony style shelter, meaning after our cats go through an initial quarantine period and behavioral assessment they all get to co-mingle with each other. This gives us the opportunity to truly see how they would do in a multi-cat home. The WCGHS cat shelter also has an enclosed catio that the cats have access to 24/7. The catio provides enrichment and helps outdoor cats transition to an indoor home environment.

AM Care

AM Care volunteers assist in the daily care of the cats in the shelter. Shifts are normally scheduled for 9 am until 11 am, or until completed. Volunteers must shadow an AM Care Volunteer Trainer to be approved for AM Care. AM Care tasks include but are not limited to: Feeding, medication administration, laundry, dishes, cleaning and disinfecting kennels, mopping and sweeping.

PM Care

PM Care volunteers come to the shelter in the evenings to care for the cats. Shifts are normally scheduled for 6 pm until 8 pm, or until completed. Shifts are performed without staff on-site and volunteers must shadow a PM Care Volunteer Trainer to be approved for PM Care. Volunteers for PM care must be approved to be on-site after hours. PM Care tasks include but are not limited to: Feeding, medication administration, cleaning kennels as needed, laundry, dishes.

Enrichment

Enrichment volunteers provide the cats with mental and/or physical stimulation to help keep them happy and healthy. Volunteers are typically scheduled for 1-2 hours shifts throughout the day. Volunteers must shadow an Enrichment Volunteer Trainer to be approved for Enrichment. Enrichment tasks include but are not limited to: brushing the cats, preparing enrichment items, spending time with each animal, and providing a form of handling or non-handling enrichment.

PetSmart Cattery

WCGHS partners with PetSmart (130 SE 192nd Ave, Vancouver) to house adoptable cats inside the store. PetSmart Cattery volunteer responsibilities include but are not limited to: Feeding, cleaning habitats and socializing with the cats. Shifts are scheduled daily from 6 pm until 7 pm.

Sunday Medication Administration

Administer medication to shelter cats in absence of staff. Shifts are normally scheduled for Sundays and holidays.

Other Volunteer Opportunities

Surgical Assistant

We have a great partnership between WCGHS and WellHaven Pet Health and contract veterinarian professionals. WCGHS does not have a surgical facility. We are very thankful to WellHaven for the use of their wonderful facility. By joining our Surgical Volunteer Program, you

are helping us continue this partnership and preparing animals for adoption. This is also a great experience for volunteers considering animal medicine. Due to the extensive amount of training that is provided, we are looking for dedicated volunteers who are dependable and can make a commitment. The surgical program relies on volunteers to function.

Program Requirements:

- Six-month commitment. Feel free to “test the waters” for two shifts before making the commitment.
- Animal handling skills for both dogs and cats. We deal with all types of temperaments/behaviors. Know the signs of fear, aggression, shyness along with the happy dog and cat. Safety is of utmost importance.
- Ability to bend over, lift heavy sleeping dogs with assistance, and lift 20lbs above your head. Ability to work on your feet for an extended number of hours.

Program Details:

- Surgeries are scheduled for Sundays with a participating WellHaven location. Surgeries are done weekly during our busy season (summer). Other times of year, surgeries are scheduled based on the number of animals needing to be done.
- Start time: Be at the surgical suite by 8:00am. The end time for the volunteer shift can vary from 11 am to as late as 5 pm, depending on the number and type of surgeries.
- Most surgeries are spay/neuters, dentals, tumor removals but occasionally more invasive surgeries may be performed as well.

Adoption Counselors

Meet with potential adopters and facilitate the adoption process.

Animal Transport

Animal Transport Volunteers transport animals to/from medical appointments, spay and neuter appointments, off-site adoption centers, and relocation transfers between local Humane Societies. Shifts are on an as needed basis. Volunteers must be able to handle yellow level animals and be willing to transport animals using their personal vehicles.

Volunteers with a valid drivers license and clean driving record may be approved to drive the WCGHS transport van for long-distance relocation transfers. WCGHS assists organizations in overpopulated and underresourced communities by having adoptable animals transported to WCGHS where they can be successfully adopted.

Office Assistant

Office Assistant volunteers support WCGHS Staff by maintaining day-to-day shelter office operating procedures. Shifts are normally scheduled for 12 pm until 4 pm on Monday through Saturdays. Office Assistant volunteers are not required to handle dogs, but must shadow a WCGHS Staff member to be approved for Office Assistant. Office duties include but are not limited to: answering telephones, data entry, and working with the public in a wide-range of animal-related issues.

Events

Staff community and fundraising events, give education presentations, and run errands.

Foster Care

Foster Care volunteers provide a temporary, loving and restful retreat for animals in need. WCGHS depends on foster homes for puppies, kittens, animals who need time to recover from a sickness or injury, or animals who need to be socialized. Food, medication, medical care, and training is provided by WCGHS. If you are interested in becoming a foster parent for WCGHS, contact us at foster@wcghs.org for more information.

Other

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

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.

Volunteer Training

- After the prospective volunteer attends an orientation, they will be scheduled for a training shift under a mentor or staff for the shift they are interested in.
- Volunteers will be scheduled to receive any further training that may be required depending on the area they have chosen.
- Volunteers may volunteer in non-handling roles while waiting for animal handling training.

- Once trained, the dog/cat shelter manager will approve the shifts they can sign up for and give them any specific area training and policies. Volunteers will sign up for future approved shifts in our online system.
- All volunteers MUST attend the specific job training for their area prior to signing up for future shifts. For example, all dog handlers/walkers must attend dog handling or walking training. These training's will be conducted by staff or an experienced dog volunteer mentor. A short period of job shadowing may be provided to ensure all procedures are well understood.
- Additional training will be offered periodically to allow for volunteer advancement in responsibilities and opportunities and for current volunteers to stay current on all necessary skills required for their area.

Orientation Level:

- All volunteers start at the Orientation Level for training.
- Volunteers may sign up for shifts only with staff/trainer present.
- Must attend a Handling and Safety Class, and be approved by WCGHS Staff to advance to Green Level.

Green Level:

- Volunteers can sign up for shifts and work independently with Green Level animals.
- Volunteers may be approved to be on-site when the shelter is closed and not staffed.
- Must be approved by WCGHS Staff to advance to Yellow Level.
- Green Level Shifts: AM Care, Enrichment, Office Assistant, Dog Walker.

Yellow Level:

- Volunteers can sign up for shifts and work independently with Green and Yellow Level animals.
- Volunteers are permitted to be on-site when the shelter is closed and not staffed.
- Must be approved by WCGHS Staff to advance to Red Level.
- Yellow Level Shifts: AM Care, PM Care, Enrichment, Dog Walker, Animal Transport.

Red Level:

- Volunteers can sign up for shifts and work independently with all color levels of animals.
- Volunteers are permitted to be on-site when the shelter is closed and not staffed.
- May be permitted to handle high-risk animals on a case-by-case approval.
- May be approved to be a Volunteer Trainer for new volunteers.
- Red Level Shifts: AM Care, PM Care, Enrichment, Dog Walker, Animal Transport.

Blue Level:

- Volunteers of all color levels who wish to work the AM Care, and PM care shifts will be trained for Blue Level.
- Volunteers will be permitted to administer certain medications that are approved and prescribed to animals by either our veterinarian or staff members.
- May be permitted to handle high-risk animals on a case-by-case approval.
- May be approved to be a Volunteer Trainer for new volunteers
- Blue Level training is to be done by Dr. Langer, shelter staff, and Volunteer Trainers ONLY!
- Blue Level Shifts: AM Care, PM Care
 - Enrichment shift may also be asked if they are comfortable with medicating. You are not required to do so as staff is usually present at that time.

Regardless of level of mastery, volunteers are expected to keep up their skills. Periodic evaluations and training will be required to keep up the highest standards of animal care and safety. WCGHS reserves the right to demote any volunteer not keeping up with our standards and expectations.

Expectations

Personal Expectations

- 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.
- Treat all WCGHS volunteers and paid staff with respect.
- Adhere at all times to policies and procedures that have been established.

Attendance

Because the shelters are mostly volunteer operated facilities and the animals depend on us for their care, it is very important for the health of the animal, to know we have the needed coverage. The only way we can know who is coming and where we still need help, is if everyone helps us out by signing up for their shifts ahead of time. Signing up for a shift lets us know you are committed to helping on those days. The shelter and animals are dependent on you and your help. If you are signed up and do not show up and do not let anyone know, it can affect the health and care of the animals. **Three unexcused absences may exclude you from further**

volunteering. 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.

Canceling Your Shift

We know at times volunteers may have to cancel a regular shift. In most cases, volunteers are able to schedule this ahead with staff, but emergencies and sudden changes can happen. For the safety of our animals, please follow these guidelines when you need to make a change to a shift you are signed up for.

Canceling your shift more than 24 hours in advance:

- Send an email to the Shelter Coordinators.
- In the email, give the date, time and name of the shift(s) you need to change.
- Delete your shift assignment in Better Impact– this will allow other volunteers to sign up for your vacant shift.
- If you use social media, please post your need for shift coverage on the appropriate WCGHS Facebook group, ie. Dog, Cat or Volunteers – *you must tag your Shelter Coordinator.*

Canceling your shift within 24 hours prior to your shift OR on the day of your shift:

- For the safety of our animals, YOU MUST FIRST CALL your Shelter Coordinator to let them know you cannot make your shift.
- If it is the day of your shift or the night before, after staff has gone home, **PLEASE CALL THE SHELTER** and leave a message. This will assure, whoever is working at the shelter, will get the message. (Note: even if you left a message with the coordinators, it could be their day off, they didn't get the message, etc. We want to be sure the person working the shelter that day does get your message.)
- If it is for a shift at Petsmart, you must call the Shelter Coordinator.
- After you have made all necessary phone calls, you may post on Facebook in the WCGHS Facebook groups for coverage.

Canceling a shift when the shelter is closed (ie. PM Care, PM meds, Sundays/holidays, etc):

- When cancelling a shift that occurs when the shelter is closed, you must CALL and TALK to a staff member to let them know you are not able to come in. If you are not able to reach the Shelter Coordinator, call the next person on the contact list. Keep going until you actually speak to someone.
- ★ **A contact phone list will be posted at each shelter, with both the contact and emergency information for that shelter.**

Shelter Security

Some shelter volunteers are entrusted with the entry code for the cat/dog shelter for after hour shifts. 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 does have video surveillance cameras located at the shelters to ensure the safety of our animals and volunteers that record on an ongoing basis.

Sign-in Procedures

All volunteers are required to sign in and out for their shifts and record any hours volunteered. This information helps us track the tasks performed and the volunteer hours worked each month, which is crucial when applying for grants and funding. A volunteer logbook or computer will be kept at each shelter. Volunteers will each record their hours and area worked.

Detailed instructions on signing up for shifts in our online volunteer management system Better Impact will be sent to volunteers after they have completed their orientation and their application has been processed in the system.

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 a WCGHS staff member and may not be able to interact with the animals.

Dress Code

WCGHS Volunteers are expected to wear clothes that will represent WCGHS in a professional manner while working shifts at the shelter during business hours and at events. When working directly with the animals or performing cleaning duties, it is recommended that volunteers wear comfortable clothing while still conveying a neat, professional image when working with the public.

- Volunteers must wear close-toed shoes.
- While cleaning, rubber boots that can be easily disinfected are encouraged.
- No open-toed shoes permitted when working in animal areas or events. (flip flops and sandals)
- Long pants, capris or shorts with an approved length of 3 inches above knee.
- Tank tops are not permitted. Sleeveless shirts may be worn.
- No dangling jewelry/earrings for safety reasons.
- Wear clothes that will not be ruined by bleach and/or cleaning products.
- Wear appropriate gloves, coveralls and booties as necessary.

Working Special Events

When representing the shelter at special events, volunteers are asked to dress to convey a professional public image. For most events, volunteers are expected to wear either WCGHS apparel or a shelter apron, while working. Aprons will be available for volunteers to use at the event, if they wish. Any WCGHS apparel, such as shirts or sweatshirts, are the responsibility of the volunteer to purchase. Depending on the event, WCGHS volunteer badges may be given to those working. For some special fundraisers, special attire may be worn. Some events may have a t-shirt designed for that event. At our annual dinner/auction, “A Tail to Remember” dressier attire is required. Instructions will be given to those who sign up for any of our special events on the dress code required for that specific event.

Workplace Safety

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 Animal Care Manager as soon as possible. ***An incident report must be completed for our records.*** The injured area should be immediately washed with disinfectant, and the volunteer should seek appropriate medical care from their primary care physician. First aid supplies are located in each shelter. Be sure to check with the shelter staff for the location.

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.

Harassment/Discrimination

It is WCGHS policy that all employees can work in an environment free from harassment. Harassment of any employee based on their race, religion, color, national origin, age, sex, sexual orientation, marital status, and/or the presence of any physical or mental disability is prohibited. Prohibited harassment includes, but is not limited to; comments, slurs, jokes, innuendos, cartoons, pranks, physical harassment, etc. Sexual harassment includes, but is not limited to; unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that is gender based and could be offensive.

Harassment occurs when (1) submission to the conduct is either explicitly or implicitly a term or conditions of employment; (2) submission to or rejection of the conduct is to be used as the basis for an employment decision affecting the employee; or (3) the type of conduct interferes with the individual's job performance or contributes to a work environment that is intimidating, hostile, or offensive.

Such conduct is explicitly prohibited by WCGHS and violation of this policy may result in disciplinary action, up to and including termination of employment. Any conduct which may be construed as retaliation against an individual because he/she made a complaint of harassment is also strictly prohibited and may result in disciplinary action, up to and including termination of employment. Any employee, volunteer or applicant for employment who believes himself/herself to be subjected to harassment is encouraged to bring such an incident to the immediate attention of their supervisor or to the Executive Director. All such complaints will be promptly investigated and appropriate action taken.

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.

Smoking Policy

Smoking is not allowed in any of the shelter buildings. Volunteers are not permitted to smoke in public/visitor view. Volunteers may take a smoking break, away from the building, public view or in their personal vehicle.

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 your supervisor, the Operations Manager or Animal Care Manager 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
- Any other conduct which WCGHS deems to be grounds for disciplinary action or discharge.