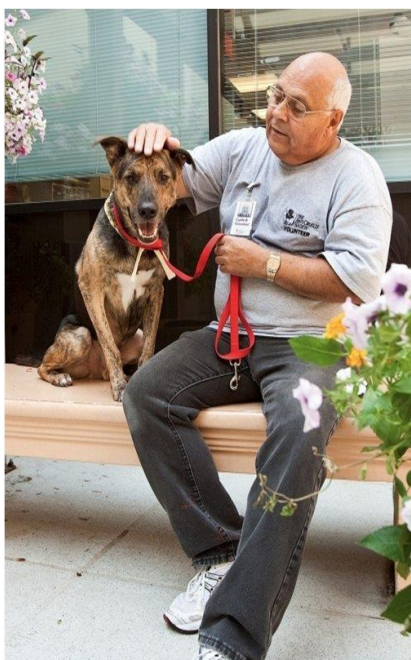




A Commitment to Caring *Since 1899*

169 West Grand Avenue  
Chicago, Illinois 60654  
[www.anticruelty.org](http://www.anticruelty.org)

Volunteer Services Department  
[volunteer@anticruelty.org](mailto:volunteer@anticruelty.org)  
(312)644-8338 ext 8092



## VOLUNTEER HANDBOOK

Dear Friend of The Anti-Cruelty Society,

Thank you for choosing to volunteer your time to help further our mission of helping pets and educating people. Your generosity and dedication make a significant difference to our organization and, more importantly, to the animals in our care.

Each year The Anti-Cruelty Society comes to the assistance of more than 32,000 animals through various programs and initiatives. These include our animal shelter, high volume adoption center, low cost spay/neuter program, cruelty complaint investigations, animal rescue, and animal behavior and training programs, and more! Providing such a high quantity, and quality, of services would not be possible without the participation of hundreds of animal lovers like you! Dedicated volunteers selflessly donate over 29,000 hours to help the animals in our care each year.

You are joining us at a very exciting time, when your assistance is particularly critical to creating a brighter future for our animal companions. Since The Anti-Cruelty Society is committed to finding homes for all adoptable animals that come to us, we are further turning our attention to assist pets that are not yet adoptable through our rehabilitation centers. Just imagine how many additional animals can be rehabilitated and placed in loving homes with your help!

Equally exciting, The Anti-Cruelty Society is performing record numbers of spay/neuter operations, with over 13,000 surgical procedures projected for the coming year. Conducted in the home of Chicago's oldest and largest low-cost spay/neuter clinic, this amazing number of sterilizations prevents the birth of tens of thousands of kittens and puppies for whom there are just not enough loving homes.

Whether you are helping with adoptions, in the veterinary clinic, with special events, in the office, or by opening your heart and home as a foster parent, you can take great pleasure in knowing that you are making a difference in the lives of the animals at The Anti-Cruelty Society.

We hope that your volunteer experience with us is as rewarding to you as it is for the animals and people whose lives we touch. Our collective efforts, whether through marketing, on-site animal care, or community outreach, help make the world a better place for both animals and the people who care for them. Without the help of each and every one of you, our work assisting animals would not be possible.

Thank you!

*The animals and staff of The Anti-Cruelty Society*

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## ABOUT US

The Anti-Cruelty Society, SPCA of Illinois (Society for the Prevention of Cruelty to Animals), is Chicago's oldest and largest animal shelter and veterinary clinic. As a volunteer, the time and effort you contribute in all areas including the shelter, clinic, and special events is vital to ensure our continuing success and commitment to caring for companion animals.

### **Our Mission: Building a community of caring by helping pets and educating people.**

To achieve this mission, our goals are:

- To prevent cruelty, abuse, and neglect to animals.
- To shelter lost, abandoned, and unwanted animals.
- To place adoptable dogs and cats into good homes in the community.
- To educate the public about responsible animal ownership.
- To prevent the birth of unwanted animals.
- To humanely euthanize animals who are not adoptable due to their health or temperament.
- To provide veterinary care to shelter animals and to offer low-cost spaying and neutering of pets for the community.
- To offer low-cost veterinary care to qualifying individuals in our community.
- To rescue animals that are abused, neglected, abandoned, or mistreated and who are in danger of being hurt or hurting other animals or people.

### **History of The Anti-Cruelty Society**

On the evening of January 19, 1899, a freezing Chicago wind battered the home of Rose Faye Thomas, wife of Chicago Symphony Orchestra founder Theodore Thomas. Thousands of animals huddled in the icy streets without food and shelter and countless numbers of work horses lingered between life and death from overwork and poor treatment. No organization existed at that time to provide for their needs, and Mrs. Thomas knew something had to be done. She called a meeting that night and all in attendance agreed that a new, independent organization should be formed to relieve the plight of Chicago's homeless and abused animals. The Anti-Cruelty Society developed largely through the support of these first officers who generously gave their time, energy, and financial aid. As the Society grew, so did the need for space, and in 1904 a shelter for the animals was established at 90 North LaSalle Street. In 1916, the "Charity Clinic" was established in the shelter to care for animals of indigent Chicagoans.

The Society reached out to help the city's work horses, which were often beaten and literally worked to death. Watering troughs were maintained throughout the area to ease their thirst; a South Side rest farm for sick and exhausted horses was established; extra feed and warm blankets were distributed during the winter; and a horse named Beauty and her attendant were posted at the Rush Street Bridge to help heavily loaded horses up the steep incline over the Chicago River. In addition to caring for work horses, The Anti-Cruelty Society also fought to stop the inhumane treatment of animals in the Chicago slaughterhouses as well as provide a shelter for homeless cats and dogs.

The shelter facilities continued to grow and the headquarters were relocated to 155 West Grand Avenue. Later purchased by The Society, this simple frame building housed the Society for 25 years until the completion of the structure at 157 West Grand Avenue in 1936. An addition to this structure was completed in 1954 and named The Hulbert Memorial Annex, which provided additional kennel capacity for dogs and cats, a waiting room for clinic patients, and increased space for the clinic and educational activities.

### **Shelter Evolution - Making Room for the Animals**

The Anti-Cruelty Society has changed over the years to meet the needs of the community. Our commitment to the welfare of animals remains the same and our legacy of humanity and education will continue to benefit future generations. Some of the changes The Society has undergone through the years include:

**1980:** Large windowed building facing LaSalle Street was constructed, providing:

- Additional kennel space.
- Extension of ambulance services.
- Additional isolation space for sick animals.

**1990:** An extensive renovation of the clinic area provided:

- Increased capacity for surgical patients and outpatients.

**1995:** Dog Adoption room, clinic, and second floor offices renovated:

- Removal of old, small cages and replacement with larger, easier to clean runs providing more space for the dogs.
- Additional treatment, recovery, and surgical space.
- Modernized and remodeled the second floor offices.

**1996:** Receiving and Cat Adoption room renovation:

- Receiving area was reconstructed and modernized.
- Cat adoption room renovated to provide additional cages and updated facilities.

**2001:** Official opening of the Education and Training Center at 169 W. Grand Avenue, which includes:

- Three level parking garage
- School of Dog Training Facility
- Mullane Auditorium

**2004:** Bruckner Rehabilitation Center opens

- A four ward rehabilitation center within the full-service clinic.
- 140 new kennels allows for the care of approximately 1000 additional animals annually.
- The Bruckner Center allows our veterinarians, vet technicians, and volunteers to care for animals brought to the Society with various illnesses and injuries, such as:
  - Cats with upper respiratory infections and other illnesses.
  - Dogs with kennel cough and other treatable ailments.
  - Care and medical supervision of injuries.
  - Newborn and underage kittens and puppies requiring time to grow and mature.

**2008:** Virginia Butts Berger Cat Clinic opens

- A three ward rehabilitation center for cats infected with upper respiratory infections.
- 100 new kennels allowing for the treatment of countless felines.

**2008:** Charlotte's Cat Corner opens

- Two separate cageless cat adoption rooms located in the front shelter lobby.

- Allows for additional adoption space of up to 15 cats.

#### **2010-2011**

- Exterior building renovations which include the North and East facing shelter walls
- Construction of additional Director and Manager Office Wing
- Renovation and expansion of our Dog Rehabilitation Wing
- Renovation and expansion of our Volunteer Offices

#### **2012-Present**

- Clinic relocation and expansion to 169 W. Grand
- Relocation and modernization of the Intake Department
- Adoption counseling center relocation to 510 N. LaSalle
- Relocation of volunteer office and staff break room
- Expansion of cat holding rooms
- Resurfacing of courtyard
- Installation of new "Welcome Wall"

### **Funding**

The Anti-Cruelty Society receives no state or federal funding and instead thrives by the following means:

#### **Contributions:**

- Adoption fees, animal relinquishment, merchandise sales.
- The shelter "trough" and donation boxes at special events.
- On behalf of loved ones (honor/memory).
- Corporate and foundation grants.
- Direct mail campaign.
- Bequests and investment income

#### **Clinic:**

- Low-income client fees.
- Spay/neuter clinic fees.
- Unemployed Program clinic fees

#### **Special Events:**

Bark in the Park and It's Raining Cat & Dogs and other community events.

#### **In-Kind Gifts:**

Donations such as towels, toys, food, and office supplies are gladly accepted. Please visit our web site, [www.anticruelty.org](http://www.anticruelty.org) to view our current wish list.

## POSITION STATEMENTS

### **Companion Animals**

The Anti-Cruelty Society believes that since companion animals provide people with joy, recognized health benefits, friendship, and are completely dependent on human care, all members of the household should carefully and in full agreement decide to adopt an animal. Ownership carries the responsibility of meeting the physical and social needs of the animal including food, shelter, safety, veterinary care, and companionship. We strongly encourage the identification of all pets through collars with tags and recommend permanent identification methods (i.e. microchips). The owner should be familiar with and follow the existing laws relating to animals such as licensing, leash regulation, rabies vaccination, and waste disposal. All animals should be under proper restraint or control at all times. We discourage the subjection of animals to cosmetic surgery, such as tail-docking and de-clawing, which are unrelated to their health and well-being.

### **Service Animals**

The Anti-Cruelty Society recognizes that certain companion animals can assist special-needs individuals lead more independent lives by helping to perform everyday tasks which would otherwise be difficult or impossible for these individuals. Service animals have been shown to greatly assist people who have physical, visual, or hearing limitations. We feel it is important that during training, and subsequent placement, the service animal's physical, medical, and behavioral needs are always considered and humanely met. We support the use of positive reinforcement training for the teaching of tasks to service animals.

### **Education and Training**

The Anti-Cruelty Society is deeply committed to humane education programs, especially in the primary and secondary schools. Such training should be an integral part of study programs.

The Anti-Cruelty Society continues to support initiatives and dialogue aimed at reducing violence and abuse in all of its forms. We recognize the distinct connection between human and animal violence, and believe that by increasing awareness of this link through humane education, we can help more effectively address the violence issues facing society and our animals.

Keeping live animals in schools as pets should be limited by the availability of responsible supervision, proper care and facilities.

We support zoos which encourage education and an interest in animals. Sanitary conditions and adequate habitats must be provided. We encourage all captive animal facilities to achieve and maintain national accreditation standards.

Dog training allows animal owners to learn about the behavior of their pet and how to positively affect changes. We recommend basic obedience training based on positive reinforcement rather than on punishment.

### **Spay/Neuter**

The Anti-Cruelty Society believes spaying and neutering are the most effective ways of overcoming the companion animal overpopulation crisis. Mandatory spay/neuter procedures prior to adoption are supported within the Society and in cooperation with the State of Illinois, other humane societies, and veterinarians. We support early-age (pre-pubertal) sterilizations.

### **Euthanasia**

The Anti-Cruelty Society remains an open-admissions shelter and we accept all animals that we are legally permitted to hold. While The Anti-Cruelty Society energetically promotes the adoption of shelter residents, we believe not all animals are adoptable due to health status, age, or dangerous behavior. Therefore, The Anti-Cruelty Society may administer euthanasia in accordance with an owner's wish or to prevent further animal suffering. The Anti-Cruelty Society strongly supports the use of the most humane methods available for the intended species. Euthanasia by injection, attended to by trained personnel, is currently recommended for all companion animals and is the only method used by The Anti-Cruelty Society. Animals are not euthanized for spatial reasons and there is no time limit in which an animal must be adopted.

### **Pound Seizure**

The Anti-Cruelty Society deplores the requisition of unwanted animals from pounds and shelters for experimental purposes. The availability of animals at a cheap rate for experimentation merely encourages waste of life. We believe the use of pound and shelter animals corrupts the meaning of shelter. We actively oppose legislation permitting these activities.

### **Animal Research**

The Anti-Cruelty Society believes the use of animals for research should be permitted only when there are no known feasible alternatives. Research should be limited to the smallest number of animals of the most suitable species, maintained in sanitary conditions and cared for in a humane manner.

### **Animals for Sport and Entertainment**

The Anti-Cruelty Society supports efforts to assure that animals used for entertainment purposes are not depicted in a brutal manner or treated inhumanely. Live animals should not be used as prizes or premiums.

The Society remains a strong opponent of all forms of animal fighting, and we support law enforcement and prosecutorial activities intended to reduce this wide-spread inhumane practice.

Carriage horse operations, horse racing, and circuses should be conducted in a humane manner and should be inspected by the appropriate authorities to ensure humane care and public safety.

Rodeo events, because of procedures and equipment exposing rodeo animals to cruel treatment and the likelihood of injury, are opposed by The Anti-Cruelty Society.

The Anti-Cruelty Society opposes dog racing because of cruel training methods, the large scale breeding of unwanted dogs required to produce a winner, and because this so-called sport is an inhumane and unjustified exploitation of animals for profit.

### **Animal Industries**

The Anti-Cruelty Society disapproves the system of raising animals in an artificial and inappropriate environment. We believe it is wrong to maintain animals in a manner that causes them discomfort or denies them an opportunity to develop naturally. We oppose any cruelty and abuse in any animal industry and encourage the humane treatment of all animals. Procedures for the slaughter of animals should be conducted to minimize fear and eliminate pain and suffering.

### **Protection of Wild Animals and Endangered Species**

The Anti-Cruelty Society urges federal and state wildlife agencies to broaden their protection of all species and encourage citizens to assist in preserving habitat where such species are known to reside. We recommend orphaned or injured wildlife be placed with a licensed rehabilitation facility for care.

### **Dangerous Dogs**

The Anti-Cruelty Society supports legislation designed to protect the public from all dangerous dogs, regardless of breed. Breed specific legislation fails to address the problem of attacks by dogs other than the proscribed breed or breeds and the problem of irresponsible owners.

### **Wild and Exotic Animals as Pets**

The Anti-Cruelty Society believes wild and exotic animals make unsuitable pets and most people are not equipped to properly maintain such animals in a home environment. These animals should be placed with a licensed rehabilitation facility or wildlife sanctuary for care or eventual reintroduction.

### **Sale of Animals in Pet Stores**

The Anti-Cruelty Society is strongly opposed to the sale of companion animals through pet stores and similar outlets (i.e. puppy mills and indiscriminate breeders). Investigations have exposed cruel and inhumane conditions in many such establishments; including overcrowding, filth, inadequate shelter, and lack of food, water, and veterinary care.

The Anti-Cruelty Society supports work being done to enforce licensing and operational requirements of the federal Animal Welfare Act, which would abolish "Puppy mills" as they are now.

### **Legislation**

Local, state, and national sponsorship of specific legislation or support and participation on issues shall be reviewed by the Board of Directors as these issues arise and the extent of commitment and resources made available (e.g. financial, oral and/or written testimony) shall be at the discretion of the Board of Directors.

## GENERAL SHELTER INFORMATION

### Main Location Hours

The main shelter at 510 N. LaSalle is open **every day of the year** for animal receiving and volunteering. There are no adoptions on major holidays, but volunteers are encouraged to come in to help take care of the animals. Shelter and Clinic holidays are as follows:

New Year's Day (January 1 <sup>st</sup> )	Memorial Day
Independence Day (July 4 <sup>th</sup> )	Labor Day
Thanksgiving Day	Christmas Eve (December 24 <sup>th</sup> )
Christmas Day (December 25 <sup>th</sup> )	New Year's Eve (December 31 <sup>st</sup> )

### Animal Relinquishment Hours:

10:00 a.m. – 6:00 p.m. (every day of the year)

### Public Adoption Hours:

Monday-Friday: 12:00 p.m. – 7:00 p.m.

Saturday and Sunday: 12:00 p.m. – 5:00 p.m.

### Volunteer Hours:

Volunteers can help seven days a week from 8 a.m. to 7:45 p.m. Specific times and volunteer needs differ for each program; please see each program description.

### Everyday Adoption Center Hours

The Everyday Adoption Center, our satellite adoption center located within the PetSmart at 1101 S. Canal, has augmented hours to match those of the store.

### Public Adoption Hours:

Monday – Saturday 10 a.m.–8 p.m.

Sunday 11 a.m.–5 p.m.

### Volunteer Hours:

Monday – Saturday: 9:00 a.m. – 8:00 p.m.

Sunday: 10:00 a.m. – 6:00 p.m.

### Home to Home: The Shelter Bypass Service

In an effort to decrease the number of animals being surrendered to The Anti-Cruelty Society, and to alleviate the need to bring an animal into the stressful shelter environment, we have developed the Home to Home: Shelter Bypass service to help people find new accommodations for their pets privately.

The Home to Home service offers courtesy listings for pet owners that can no longer keep their companions, but want to take responsibility for re-homing the animals themselves. Pet owners complete an information form and send in photos of their pet which the Society posts, on the owner's behalf, to a special page on our website. Various prerequisites apply for people looking to utilize this service. Additional details can be found

on our website.

### **Planned Relinquishment Program (PREP)**

Stress and disease are the two greatest dangers facing an animal in the shelter environment. We can't make these risks disappear but the Planned Relinquishment Program (PREP) can help minimize these risks and create a happy outcome for any pet left in our care. This program assures owners that their pet is vaccinated against common diseases and neutered or spayed and ready to go to a new home as soon as someone chooses them from our adoption population.

If a pet is not current on their vaccinations or not spayed/neutered, these services are made available through our clinic at no cost to the owner. If someone chooses to utilize PREP they must agree to make an appointment and keep the animal in their home for a short additional time to allow the vaccines to provide the necessary protection before they are exposed to the shelter environment. Having these necessary steps done in advance of arrival will minimize the time spent in the shelter and help ensure a happy new home for the pet. Owners who are giving up their pets are not required to use the program – it's simply a tool to help the animal be better prepared for entrance into our organization.

### **Giving up a Pet**

When a person surrenders an animal they are informed that:

- The relinquishers may not be able to reclaim the animal and must sign a release form.
- The Anti-Cruelty Society cannot guarantee the animal a new home.
- There is a suggested donation fee for relinquishment. If someone is unable to pay we will still take in their animal.
- The owner of an extremely ill or dangerously aggressive animal will be asked to sign a consent form to euthanize the animal.
- The animal will be placed in a holding area and scheduled for a physical exam, which could be as early as the same day. Once an animal passes their physical exam, it will remain in the adoption room as long as it is healthy and sociable.
- The Anti-Cruelty Society is in constant communication with other animal welfare organizations and will send purebred or special needs animals to rescue organizations to create room if needed, and/or provide a non-kennel environment for animals in need.
- Injured, sick, or young animals will be treated and possibly placed into a foster home or our rehabilitation center until they recuperate.

**Processing Stray Animals:** Strays may be brought to The Anti-Cruelty Society but will then be transferred to Chicago's Animal Care & Control facility for 'lost pets' processing per city policy. After a mandatory legal five day hold period at AC&C, animals deemed adoptable may be transferred back to The Anti-Cruelty Society for adoption.

### **Adoption Process**

Once prospective adopters have informed a staff member or volunteer they would like to adopt a cat or dog, the customer must complete an adoption application. This application requests general information regarding the prospective adopter's responsibilities as a pet owner. Questions ask about past history of pet ownership and how they plan to care for the animal. After the application is completed, the prospective adopter will meet with an Anti-Cruelty Society staff member to complete a screening interview. This step ensures the

animal will be going to a good home and will receive proper care.

### **Adoption Requirements:**

- Must be at least 18 years of age
- Have valid ID with current address
- Renters must provide their landlord's name and phone number, or a copy of the lease
- All adult members of the household should be present or in agreement with the selection

### **Adoption Fees:**

Adoption fees are based on an individual animal's age and location. Our cat adoption fees range from \$60-\$100 and dog adoptions fees from \$60-\$250. (Note: There is an additional fee when adopting from Lambs Farm that is used to cover their expenses.) Seniors 60 years of age and over qualify for the Pets for Seniors Program and dogs who have been available for more than 60 days also receive a discounted fee.

Some animals have a higher adoption fee. These animals are in high demand and quickly find loving homes, so they leave a financial legacy for the other animals in our care that require more time or need medical or behavioral treatments before finding a home. An animal's value cannot be measured in dollars, and every pet that comes to us deserves—and receives—the same tender care as every other.

### **Each Adoption Includes:**

- Complete veterinary exam
- Inoculations against rabies and other diseases
- Heartworm test for dogs
- Feline leukemia test for cats
- Spaying or neutering
- Permanent microchip identification
- 1 month of free pet insurance for this important transition period

### **At our LaSalle Street adoption facility we also include:**

- Collar
- Engraved ID tag
- Carrier or leash
- Adoption Partnerships

### **Additional Adoption Sites:**

The Anti-Cruelty Society is pleased to partner with Lambs Farm, PetSmart and other local businesses to offer additional adoption sites. The process and guidelines for adopting a pet at one of these locations are the same as adopting at our primary adoption center at 510 N. LaSalle though fees may vary.

All available animals are posted on our website and their current location is noted within their profile. If someone is interested in adopting, they will need to visit the animal at the location listed.

- **PetSmart Charities Everyday Adoption Center:** 1101 S Canal Street, Chicago
- **Paradise 4 Paws:** 5262 South Kolmar Avenue, Chicago
- **PetSmarts:** We offer cat adoptions at the Brickyard, Evanston, Skokie, South Lincoln Park, Wrigleyville, Six Corners and South Loop stores.

### **Adoption Match Program**

The Adoption Match Program is a tool designed to increase successful adoptions while helping personnel make the best match between adopters and pets. Our goal is to make the adoption process more fluid and guest-friendly by providing volunteers and staff with at-a-glance behavior information. The Adoption Match Category categorizes animals by Novice, Intermediate, Advanced (dogs only), and Special. They help volunteers and staff connect visitors with a pet that best meets their experience, knowledge, and expectations.

This program is *not* meant to be used as a screening tool to filter out adopters. Instead – it helps personnel make a good match for adopters while in the adoption room. Too often visitors fall in love with a pet that is not appropriate for their lifestyle and are later denied in the adoption screening process.

### **Special Adoption Programs**

**Pets for Seniors:** Adopters 60 years and older qualify for our Pets for Seniors program and the adoption fee is waived if they adopt a dog over three years of age or any adult cat. The Anti-Cruelty Society is reimbursed by the program sponsor, Pets for the Elderly Foundation.

**Aged to Perfection:** Aged to Perfection is a program created to promote the adoption of older pets from the shelter. The Anti-Cruelty Society will reimburse (upon request) the adoption fee of any person successfully adopting any dog or cat seven years of age or older.

**Pets for Patriots:** The Anti-Cruelty Society has teamed up with Pets for Patriots to offer a 10% discount to service men and women who are looking to adopt. Participants enroll in the program through the Pets for Patriots organization, and then choose us as an adoption site. Potential adopters still undergo our traditional screening process. Eligible pets include those who are 2 years of age or older, over 40 pounds or categorized as Special Needs.

### **Satisfaction Guaranteed Program**

The Adoption Guarantee Program is a concept that helps to address adoptions that are not working out. Adopters can return a pet that was not a good fit within 30 days and have their adoption fee refunded. Satisfaction Guaranteed supports our philosophy of guest services and successful pet matching. It works to instill potential adopters with an increased confidence in our process and to reinforce our open door policy.

### **Spay/Neuter General Information**

Spay/neuter surgery can prevent problems such as territory marking, dominance, aggression, roaming instincts, and can prevent serious and costly health problems.

Due to reproducing animals and negligent owners, over 40,000 animals enter Chicago shelters each year. This is an important indicator of how vital it is to be a responsible pet owner and help control the pet population. Volunteers, pet owners, veterinarians, shelters, and rescue organizations around Chicago are working together to limit animal reproduction and find good homes for adoptable animals through high volume programs.

Dogs and cats can be safely spayed or neutered as early as 8 weeks of age depending on the health of the animal. The procedure takes 15 to 30 minutes and, in most cases, the animal can go home the same day. Most animals recover quickly and are back to their normal behavior within a few hours.

The Anti-Cruelty Society's low cost spay/neuter clinic offers the community an affordable option when it comes to having pets undergo the procedure.

- Cat spay/neuter \$20
- Dog spay/neuter \$120
- Feral cats are free!
- Female dogs and cats are spayed.
- Male dogs and cats are neutered.

Appointments for the low cost spay/neuter clinic can be made directly through our website at [www.anticruelty.org](http://www.anticruelty.org)

## DEPARTMENTS

### Animal Behavior

Our on-site team of Animal Behavior Specialists provides a variety of services to both shelter animals and publically owned pets.

- Animal Behavior Specialists conduct temperament evaluations including:
  - Private evaluations requested by an owner (for an affordable fee).
  - Behavior screenings on shelter animals using the ASPCA Safer model.
  - Assign Adoption Match Category based on behavior observations.
- A free behavior helpline to discuss pet problems: 312.644.8338 ext. 343
- Dog training classes are offered for all dogs and puppies through our School of Dog Training.
  - Classes include Basic Canine Life & Social Schools, Canine Good Citizen Prep, Holiday Manners and more! Full class details, scheduling and pricing can be found on the School of Dog Training portion of our website: <http://anticruelty.org/pet-behavior-and-training/school-of-dog-training/>
- Behavior and training resource and reference materials are available by request for any volunteers wanting to read books, magazine articles, or view videos on specific topics of interest.
- Develop behavior modification plans for animals needing additional behavioral assistance.

### Animal Intake

The Animal Intake Department is located in the Training & Education center at 169 W. Grand on level 1R. The department's current hours are 10:00 a.m. to 6:00 p.m. seven days a week, 365 days a year.

The Intake Department is responsible for processing:

- Owner surrenders
- Foster returns
- Animals entering the SAFE program
- Owner requested euthanasias
- Animals sent to breed or other rescue organizations
- Wildlife processing and transfers

### **Community Programs**

The Community Programs team seeks to educate and engage people throughout the community. The department includes the Volunteer Services team as well as Humane Education. Community Programs staff provide a variety of programming to students, teachers, corporate groups, individuals and families. The team coordinates on and off-site educational events, recruits, trains and develops volunteers, oversees our foster and emergency boarding program. Current program offerings include:

- 20+ adult volunteer programs
- Foster care program
- Adoption Ambassadors program
- SAFE Program
- After School Program
- Kids Who Care family volunteer program
- Teens Who Care teen volunteer program
- Veterinary Mentoring Program
- Pet First Aid & CPR classes
- Pet Loss Support Group
- Crafting Crews
- And more!

### **Customer Service**

Located in the main lobby of the shelter at 510 N. LaSalle Street, the customer service desk, boutique, and shelter switchboard are all housed here. Customer Service employees are responsible for:

- Greeting and directing the public and answering general questions.
- Collecting adoption fees and issuing adoption contracts.
- Distributing identification tags.
- Answering general phone inquiries.
- Accepting donations.
- Maintaining shelter records.
- Sell boutique merchandise.

### **Development**

The Development Department oversees marketing, fund raising, and special event responsibilities including:

- Development and fund-raising initiatives.
  - Direct mail campaigns.

- Mailings to donors.
- Special initiatives for physical plant improvement and other priorities.
- Special Events
- Society Store retail sales

### **Everyday Adoption Center**

Located at 1101 S. Canal, the Everyday Adoption Center is a satellite adoption facility that is part of The Anti-Cruelty Society, but is located within the South Loop PetSmart. The EAC is staffed by Society employees and volunteers and is responsible for the care and adoption matching of the cats, dogs and rabbits that reside on-site.

### **Executive Offices**

The executive offices are located in the 169 W. Grand Avenue building and include the offices of the Society President, Vice Presidents, finance team and various other administrative staff.

### **Field Services**

The Anti-Cruelty Society has state-approved Humane Investigators who enforce state humane care laws. Field Service agents investigate complaints and pick up strays or owned animals for surrender. Anyone can call in a humane complaint providing Anti-Cruelty Society the address, location, and description of the problem. Reports are strictly confidential and callers are not required to leave their name or telephone number.

Field Services also:

- Transfers stray animals brought to/from Anti-Cruelty Society to/from Chicago Animal Care & Control.
- Transports woodland and waterfowl animals to nature rescue sites.
- Transfers animals to/from the Everyday Adoption Center, Lambs Farm and other adoption sites.

### **Shelter**

The shelter staff, our largest paid team of employees, is responsible for:

- Cleaning and feeding of shelter animals in holding and adoption rooms.
- Assisting the public in the adoption rooms and through the adoption process.
- Conducting adoption screens and counseling interviews.

### **Veterinary Clinic**

Our full service veterinary clinic, located at 169 W. Grand Avenue, provides a wealth of services to shelter animals and owned pets.

- Low-cost spay/neuter services for cats and dogs
- Charity Clinic: Provides complete veterinary care for animals belonging to owners on a fixed income or whose family income falls below the poverty line.
  - Services are offered at fees far below those of private clinics.
  - Income qualifications are strict due to the high number of patients.
- Other clinic responsibilities for shelter animals include:
  - Physical examinations, treatment and rehabilitation
  - Spaying/neutering of all shelter animals

## VOLUNTEER PROGRAMS

### Level 1 Programs

Volunteers must complete an in-shelter training session to participate in one of the programs below. Once a volunteer completes 25 hours in their respective program they have the option to advance to the next level or cross-train into a new program.

**Adoption Support Crew:** Volunteers act as ambassadors of The Anti-Cruelty Society by providing exceptional customer service to everyone who visits the shelter. These volunteers serve as greeters in the adoption center lobby, answer visitor questions, and take photos of adopters and their new pets. Candidates for this program should be outgoing individuals who can create an inviting atmosphere for anyone entering our building and should have basic knowledge of computers. In addition, volunteers in this program are required to pre-schedule their hours. Program hours are Monday - Friday 12 – 7 p.m. and weekends from 12 – 5 p.m.. Volunteers who demonstrate strength in this program may be nominated to become Adoption Counselors.

**Cat Adopts:** Volunteers in this program provide assistance to visitors in the Cat Adoption room by handling cats for visitors, answering questions, and helping with adoption applications. Candidates for this program should feel comfortable working with the public and be able to lift up to 20 pounds. Monday - Friday 12 – 7 p.m. and weekends from 12 – 5 p.m..

**Cat Care:** Volunteers provide additional care, grooming and human interaction to cats in the Cat Adoption room in an effort to help alleviate their stress and maintain their health and sociability. Volunteers who complete 25 hours in this program have the option to train in advanced Cat Care levels which equip volunteers to work one on one with special needs cats. Candidates for this program should have experience handling animals and be able to lift up to 20 pounds. Program hours are 8 a.m.- 12 p.m. every day of the week. Volunteers may also visit from 7 - 7:30 p.m. on weekdays and 5 - 7:30 p.m. on weekends.

**Dog Adopts:** Volunteers in this program provide assistance to visitors in the adoption room by handling canines for visitors, answering questions, and helping with adoption applications. Volunteers also help to match adopters to the appropriate dog. Candidates for this program should feel comfortable working with the public and be able to lift up to 25 pounds. Monday - Friday 12 – 7 p.m. and weekends from 12 – 5 p.m..

**Dog Care:** Volunteers provide additional care, grooming and human interaction to dogs in the Dog Adoption room in an effort to help alleviate their stress and maintain their sociability. Volunteers who complete 25 hours in this program have the option to train in advanced Dog Care levels which equip volunteers to teach dogs basic commands used by our Behavior and Training Department. Candidates for this program should have experience handling animals and be able to lift up to 25 pounds. Program hours are 8am-12pm every day of the week. Volunteers may also visit from 7 - 7:30 p.m. on weekdays and 5 - 7:30 p.m. on weekends.

**Everyday Adoption Center Assistant:** Everyday Adoption Center Assistance volunteers provide adoption assistance and care to animals that are available at our satellite adoption facility, which is located within the PetSmart® store in the South Loop at 1101 S. Canal Street. Working alongside our EAC staff members,

these volunteers help with everything from grooming and spot-cleaning to adopter meetings and animal socialization. It's like working all of the five other Level 1 volunteer programs at once! In addition to our basic volunteer requirements, successful candidates for this program will have an outgoing personality, customer service experience, basic animal handling skills; and an eagerness to help adopters find an appropriate pet match. Program hours are: Monday – Saturday from 9 a.m. – 9 p.m. and Sunday from 10 a.m. – 6 p.m.

### **Level 2 Programs**

Volunteers must log at least 25 hours in a Level 1 Program to cross train into Level 2. Note that Cat Care and Dog Care programs also require that volunteers pass an online assessment.

**Petographers:** Volunteers in this program promote the adoption of dogs and cats by photographing and videotaping animals currently available for adoption by uploading them onto our website. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. Volunteers in this program do not have to provide their own equipment - but an eye for aesthetics and good writing skills are a must.

**Physical Examinations:** Volunteers work in the shelter clinic to assist veterinarians as they conduct physical examinations of animals prior to their approval for adoption. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. In addition, volunteers should be able to lift up to 40 pounds, stand for long periods of time, and comfortably climb stairs. Volunteers in this program are also required to pre-schedule their hours.

**Clinical Patient Care:** Volunteers bring vital assistance to the staff and animals that are in the Clinic Department. Clinic Patient Care volunteers provide attention, socialization, comfort, and care to sick and injured animals who are housed in the clinic holding rooms. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related program. In addition, volunteers should be able to lift up to 40 pounds, stand for long periods of time, and feel comfortable witnessing surgical procedures.

**Cat Care II:** Volunteers who have completed 25 hours in Cat Care Level 1 can advance to Level 2. Within this advanced program volunteers work with special needs cats one on one to draw them out of their shells while giving them additional attention. Volunteers in this program should have availability before or after public adoption hours.

**Dog Care II:** Volunteers who have completed 25 hours in Dog Care Level 1 can advance to Level 2. Within this advanced program volunteers work one on one with shelter dogs to teach them basic obedience and basic etiquette. Volunteers in this program are also empowered to walk certain dogs outside of the building around the block. Volunteers in this program should have availability before or after public adoption hours.

### **Level 3 Programs**

Volunteers who have logged at least 25 hours in a Level 1 program, and an additional 25 hours in a Level 2 program, can choose to advance into a Level 3 area.

**Post-Surgical Recovery:** Volunteers work in the clinic to assist with the post surgical recovery of cats and dogs. Candidates looking to join this program must first complete 25 hours in a Level 1 dog or cat related

program. In addition, volunteers should be able to lift up to 40 pounds, stand for long periods of time, and feel comfortable witnessing surgical procedures. Volunteers in this program are also required to pre-schedule their hours.

**Cat Care III:** Volunteers help new feline arrivals adjust to the sights, sounds and stress of the shelter-life. Candidates looking to join this program must have completed 25 hours in the Cat Care II program and must be nominated by a staff member or current CCIII volunteer.

### Special Projects

There are a variety of projects available to current volunteers who may be interested in branching out from their current program. Volunteers do not have to receive special training to take part, though some basic pre-requisites may apply.

**Adoption Follow-Up Calls:** Volunteers in this special project help staff follow-up with recent adopters via telephone to see how their new pets are adjusting, giving us an opportunity to gather valuable information about an animal's adjustment period, while providing adopters with additional resources if needed. All volunteers are welcome to take part in this project. Please contact the Volunteer Services Departments to schedule a 30 minute training session.

**Busy Fingers:** A monthly sewing circle which handcrafts bedding and accessories for shelter animals. This includes dog bandanas, cat blankets, and carrier covers. The Busy Fingers team currently meets on the fourth Monday of each month from 4:30 to 7 p.m. in the auditorium at 169 W. Grand Avenue. All are welcome!

**Cat & Dog Rehab Socialization:** Volunteers in these projects help to provide additional socialization to animals who are recovering from contagious respiratory infections. Candidates for this project must have experience working with animals in one of our Care programs.

**Enrichment Construction Crew:** A monthly crafting group that meets on Sundays from 3:30 to 5 p.m. in the Training Center at 169 W. Grand Avenue to assemble toys and other enrichment materials for shelter pets. Details on upcoming meetings, times and projects are shared in the Weekly Announcements.

**Garden Guardians:** Volunteers lend their green thumbs to plant, water, and the general upkeep of the Shapiro Courtyard Garden. Candidates for this program should have a basic knowledge of gardening and be able to lift up to 20 pounds. Gardening events are announced seasonally in the weekly volunteer announcements.

**Puppy Parades:** These community outreach outings pair volunteers with available dogs for a stroll through the River North neighborhood. Taking place throughout the warmer seasons, Puppy Parades are led by staff and are a great way to give the dogs some extra exercise and attention. Puppy Parade opportunities are announced within the weekly volunteer announcements.

**Rescue Dog Intakes:** In this ongoing volunteer project, trained dog volunteers work alongside staff to welcome puppies and adults to the shelter after being transferred from one of our partner rescues. Transports take place 2-3 times each week and having volunteer helpers available is invaluable to both the staff and dogs. Upcoming intake opportunities will be announced in the weekly volunteer newsletter.

### **Off-Site Programs & Projects**

These are programs which are supplementary to other shelter initiatives that volunteers are welcome to sign up for at any time.

**DIY Donations:** Enrich the lives of shelter pets by creating fun and functional crafts from home. From no-sew to cut and glue, we have a variety of techniques and projects that you create and then donate to the shelter animals. Volunteers can work on projects from home at any time. Currently requested projects can be found on the Society website here: <http://anticruelty.org/services-local-resources/society-programs-services/do-it-yourself-donations/>

**Foster Program:** Volunteers provide loving homes to animals that are young, sick, or under-socialized and cannot be currently placed in an adoption room. These volunteers act as an additional lifeline which allows foster animals the opportunity to thrive outside of the shelter in preparation for adoption. For additional information on foster volunteer requirements and an application visit The Anti-Cruelty Society website, or contact the Volunteer Services department.

**Knitters for Critters:** The Knitters for Critters program is a fun way to volunteer from home. Using basic knitting or crochet skills program participants create blankets, toys and other enrichment items for cats and dogs. Volunteers are welcome to take part at any time. Project tutorials can be found on the Society website at: <http://anticruelty.org/ways-to-get-involved/volunteer/off-site-opportunities/knitters-for-critters/>

**Pet Patrol:** This important team of volunteers scours Craigslist twice each week, on Thursdays and Sundays, looking for ways we can reach out to the community with our services. Volunteers connect with people looking to re-home, sell or adopt animals, while warning them of the potential dangers of using the Craigslist site. We recruit for this seasonal virtual volunteer opportunity several times a year through the weekly volunteer announcements.

**Pet Visitation:** Volunteers and their personal pets visit a community organization with a member of our Humane Education staff and share their dog's love and affection with others. Candidates must be able to provide their own transportation and have a dog in their care with a Canine Good Citizen Certification.

**Special Events:** Volunteers in this program assist special events staff in executing fundraisers, adoption events, and other off and onsite activities. Throughout the year The Anti-Cruelty Society sponsors and participates in events all around the Chicago area. We rely on volunteers to help plan, implement, and staff these events. Candidates for this program must have exceptional personal presentation and customer service experience.

**Virtual Fosters:** In this easy help-from-home opportunity, volunteers can help us get the word out about our adoptable pets. Using the Pose-A-Pet app, you can share adoptable animal profiles with your social networks to help us recruit more adopters and supporters. Anyone can take part at any time. Details about this opportunity can be found here: <http://anticruelty.org/ways-to-get-involved/fostering-opportunities/virtualfoster/>

**Virtual Petography:** This dedicated group of virtual volunteers works hard from home to update available animal profiles on pet search engine sites like PetFinder and Adopt-A-Pet. Their work helps us share the stories and profiles of adoptable pets with more people in the community. Available openings to help with this project are communicated through the weekly volunteer announcements.

## GENERAL VOLUNTEER INFORMATION

### Requirements to Volunteer

- Must be 18 years of age or older
- Volunteer at least 5 hours per month
- Remain active for 1 full year
- Follow all Volunteer Department guidelines and policies
- Pre-pay for Volunteer Welcome Kit (\$25)

### Additional Qualifications

- An understanding and passion for animal welfare issues
- Positive attitude
- Strong verbal communication
- Eagerness to learn and develop skills
- Basic computer skills and active email address
- Ability to work well independently and within a team
- Exceptional customer service skills
- Attention to detail

### Volunteer Benefits

- Spending time with animals who need love and attention
- Continuing education lectures by staff members and field experts
- Career experience
- Seasonal parties and gatherings
- 10% discount in The Anti-Cruelty Society Boutique on all merchandise.
- Discount on training classes through our School of Dog Training.
- Free parking at both our main facility and the Everyday Adoption Center

### Volunteer Training

Our volunteer training curriculum has been designed to provide incoming helpers with the knowledge and skills you'll need to make the most of your experience.

Volunteers receive a Volunteer Training Tracker to help guide you through each of the steps below. A sample of the sheet can be found in the appendix. Volunteers need to bring this sheet with them to each step. Once training is completed, please turn the Volunteer Training Tracker in to the Volunteer services department so we can activate your volunteer profile, issue your ID badge and welcome kit.

**1) Virtual Volunteer Orientation:** This important informational video provides volunteers with a general overview of The Anti-Cruelty Society and our various departments, protocols, and philosophies. It also gives incoming volunteers an opportunity to learn more about how their help will impact our mission. After watching the Virtual Volunteer Orientation video, trainees are asked to complete a follow-up quiz before going on to Step 2.

**Orientation Video:** <https://www.youtube.com/watch?v=RflnaNfEhxY&edit=vd>

**Orientation Quiz:**

[https://docs.google.com/forms/d/16vyR1KxYOOXWuZES3R17II91AXrI7fk3ZTIh\\_jkXi4/viewform?usp=s\\_end\\_form](https://docs.google.com/forms/d/16vyR1KxYOOXWuZES3R17II91AXrI7fk3ZTIh_jkXi4/viewform?usp=s_end_form)

**2) Animal Handling Training:** Our Animal Handling Training was designed to provide volunteers an in-depth overview of our training philosophy, adoption goals, and basic animal behavior. This lecture-based training equips new animal handlers with the knowledge they need to attend their Program Training.

**3) Program Training:** In this hands-on training, volunteers learn the tasks and procedures for working in their chosen program. This training session is led by a Volunteer Trainer who will provide the education, and skills needed to participate in a particular program. Prior to attending the In-Shelter Training, volunteers are required to review their respective program manuals in preparation for the session, as well as a number of educational videos. All of these materials can be found in your Program Training Confirmation email.

- Volunteers who do not review materials in advance will be asked to reschedule their session.
- Volunteers are required to contact their assigned Volunteer Trainer should they not be able to attend their scheduled session. No calls/no shows will result in removal from the program.
- Volunteers are trained for only one program initially. After logging 25 volunteer hours volunteers are encouraged to train for and assist in additional programs.

**4) Solo Session:** This final step in the training process gives new volunteers an opportunity to 'test drive' the skills acquired through their Program Training. Upon arrival for a Solo Session, volunteers are asked to check in with a staff member prior to starting their shift. This allows volunteers a chance to connect with someone in their area while alerting staff to the volunteer's presence. Once a volunteer's solo session is complete they can then turn in their finished Volunteer Training Tracker to Volunteer Services.

### **Volunteer Mentors**

Experienced volunteers wear a yellow badge signifying that they are volunteer mentors. These volunteers are available to answer questions or assist new volunteers. You can check a mentor's schedule on the Volunteer Scheduler on the Better Impact website at [www.myvolunteerpage.com](http://www.myvolunteerpage.com). New volunteers are encouraged to schedule their first volunteer sessions when a mentor is available.

### **Weekly Volunteer Newsletter**

Each week the Volunteer Services Department sends out a Volunteer Announcement which chronicles upcoming events, organizational updates, special projects opportunities, Society news, and more. The announcements are compiled as an added resource to help volunteers remain engaged and connected throughout their service. Volunteers should take the time each week to review the newsletter's contents and address questions that may arise to the Volunteer Services Department.

## Volunteer Development

Maintaining an effective and engaged volunteer workforce is a priority for The Anti-Cruelty Society. Not only do we want to involve volunteers in day to day operations - we also want to give you the tools necessary for development and promotion.

Volunteer development is a process that begins at orientation and continues through the end of your volunteer service. Volunteer development benefits everyone by:

**Promoting Retention:** Meeting the personal goals of each volunteer increases satisfaction and leads to greater retention.

**Improving Effectiveness:** Well-trained volunteers provide high quality, high impact service and increase the value of the volunteer programs to the organization.

**Improving Organizational Quality:** Highly competent volunteers significantly improve the quality of services provided to visitors and clients.

**Increasing Volunteer Knowledge:** Volunteers learn more about the animals and community they're serving when they partake in development opportunities.

If you're looking to develop your skills for personal or professional reasons, consider cross-training into additional areas, helping with supplementary programs or by becoming a Mentor or Trainer. You can also brush up on your animal care skills and develop animal welfare knowledge by watching training videos on the Volunteer Development page of our website, which is found under "For Current Volunteers."

## Compassion Fatigue & Volunteer Burnout

Volunteering within an animal welfare organization can be difficult work even with the reward of knowing you're helping us help animals in need. No matter how much volunteer work you complete it may seem that there's always more work to come and more that can be done. For this reason it's important to acknowledge the potential for volunteer burnout and compassion fatigue.

Compassion Fatigue is defined as emotional exhaustion, caused by the stress of caring for traumatized or suffering animals or people. Some of the animals volunteers work with may be coming from previous homes where they were neglected or abused. Other animals may be coming from industrial breeding facilities, like puppy mills. And yet, other animals may have been at the shelter for an extended period of time and may be becoming depressed or anxious. In other cases volunteers may find themselves working with animals whose health or temperament begins to degrade and who may be euthanized. Whether it's working with under-socialized or depressed animals, or coming to terms with a euthanasia decision, volunteers may find themselves emotionally stretched, which is when burnout or compassion fatigue can set in.

Volunteers and staff are urged to focus on the positives to prevent emotional exhaustion. What can you do to make each animal as comfortable as possible during their stay with us? What programs or projects can you participate in to help the organization help more animals? In addition to focusing on the positive, and being pro-active, volunteers are encouraged to preserve a good work/life balance. Exercising and maintaining healthy habits will help volunteers cope with the stressors that result from caring for others. Should you find

yourself emotionally exhausted and on the verge of burnout, do not hesitate to reach out to the Volunteer Services Department, which can offer additional resources to help you navigate through the fatigue.

## ORGANIZATIONAL POLICIES

### Workplace Culture Agreement

The Anti-Cruelty Society's Workplace Culture Agreement was developed to provide staff and volunteers with a framework towards evolving our community of caring.

#### **Praise:** Develop positive relationships

- Acknowledge everyone's contribution
- Coach one another with kindness
- Practice positive reinforcement with pets and people
- Celebrate successes, both big and small

#### **Engage:** Educate the community and one another

- Share your passion for our mission
- Communicate politely and listen actively
- Seek to understand diverse perspectives
- Maintain a sense of humor

#### **Trust:** Build an atmosphere of inclusion

- Practice "we" thinking
- Focus on shared goals and efforts
- Practice honesty and transparency
- Communicate openly across department lines

#### **Support:** Work together to fulfill the mission

- Identify opportunities and offer creative solutions
- Ask for help when needed and provide it to others
- Be proactive by seeking ways to assist your peers
- Innovate and be open to change

### Organizational Representation

Society volunteers are not just integral to helping in their designated programs, they're also ambassadors for the organization within the Chicago community. For this reason we ask volunteers to represent The Anti-Cruelty Society in a positive and professional manner at all times.

**Appearance Policy:** The Anti-Cruelty Society takes great pride in the image we project both internally and to the community we serve. A volunteer's appearance makes a lasting impression on our visitors and we want that impression to reflect favorably on both you and the Society. With that goal in mind, the Society has developed a dress code for all volunteers which mirrors that of paid Society staff. Volunteers who arrive for

a shift out of dress code may be asked to change or sent home early and those with repeated infractions will be permanently dismissed from their volunteer service.

The basic volunteer dress code includes:

- **Volunteer T-shirt & Apron:** Volunteers should wear a Society-issued volunteer t-shirt, or other top that has The Anti-Cruelty Society logo, as well as a red apron.
- **Footwear:** Shoes should be closed-toe and have a good grip. No heels or sandals while volunteering.
- **Legwear:** Long pants or jeans for all on-site programs.
- **ID Badge:** Volunteers are required to wear their ID Badge at all times while on-site. These are issued by the Volunteer Services Department following the completion of a volunteer's solo session.
- **Program Buttons:** Volunteers are issued program buttons as they conclude training and are encouraged to wear them on their aprons.

A volunteer's general appearance can have an effect on the degree to which our visitors feel comfortable in approaching us, listening to our messages, and seeking help or directions. In general, a volunteer's appearance should not be a distraction or potentially hinder his or her ability to work in a safe manner. With this in mind, please observe the following additional guidelines:

- Clothing should be appropriate for the type of work being done (i.e. during cleaning and special events) and fit in such a manner that does not expose the abdomen, chest, or buttock areas.
- No hats/caps are allowed inside.
- Hair should be clean and neatly combed so that it does not impair vision or otherwise become a distraction if allowed to drape over the face. Long hair should be tied up for safety reasons for those working around animals or machinery. Unnatural hair colors (colors other than blond-red-brown-black range) and styles should not be worn.
- Visible body piercing jewelry (except that worn on the ears) should be removed during volunteer shifts.
- Those working around animals or machinery should not wear long dangling earrings, necklaces, bracelets, other jewelry, or loose clothing that might constitute a safety hazard.
- Cellular phones, beepers, pagers, or personal radios must be kept in your volunteer locker while on duty.

**Interacting with the Public:** Volunteers should keep the following considerations in mind whenever representing the Society to the public:

- Please be polite and respond courteously when speaking with visitors and clients.
- Volunteers should not use cell phones or personal electronic devices for texting, using apps or making phone calls while on-duty.
- If a media representative approaches you while at The Anti-Cruelty Society, direct them to a Customer Service representative and a spokesperson will be paged.
- Please do not publically share any "behind the scenes" photos of the organization or its facilities without first receiving permission from the Volunteer Services or Marketing department. Photos without the proper context can sometimes leave the wrong impression.
- Volunteers should not publish confidential information regarding the Society or its operations onto social media sites without prior permission. Confidential information includes things such as unpublished details about upcoming program launches, financial information, information about animals who are not

currently available for adoption, and upcoming organizational changes.

- Respect your audience, The Anti-Cruelty Society, fellow volunteers and staff. The Anti-Cruelty Society reflects a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with The Anti-Cruelty Society's website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion.

**Interacting with Staff:** The Anti-Cruelty Society strives to create a professional and respectful working environment for both the volunteers and staff. To foster a positive atmosphere volunteers are asked to observe the following guidelines:

- Volunteers should be respectful of all staff requests and directions.
- If unsure of a policy or procedure, volunteers are asked to speak with a Department Manager or a member of the Volunteer Services Department for clarification.
- Staff is assigned specific duties and tasks for their working shifts. These responsibilities sometimes rotate and change week to week. Please be mindful of each staff member's current role and any time constraints they may be under.
- If you have an unpleasant or negative interaction with any staff member while volunteering at The Anti-Cruelty Society, please contact the Volunteer Services Department so the issue can be formally addressed.

**Staff Guidelines and Expectations Regarding Volunteers:** The following is the current set of guidelines to which staff are asked to adhere to in regards to volunteer interactions. These have been included in this handbook for volunteer reference.

- Staff is expected to courteously greet and welcome volunteers upon arrival to their shift.
- Staff is expected to inform and guide volunteers on The Anti-Cruelty Society's current policies and procedures in a respectful manner.
- If a question regarding a policy or procedure is uncertain – staff should seek correct information on the volunteer's behalf from management.
- Staff must set a good example for volunteers by diligently following The Anti-Cruelty Society's policies and procedures. This includes, but is not limited to, hand-washing, waste disposal, and following the Appearance policy.
- Staff should carry themselves in a polite and professional manner to ensure that they are approachable.
- Staff should always be available to assist volunteers with any questions, concerns or issues that may arise.
- Staff may be asked by a manager to assist a new volunteer by helping to answer questions and/or further educate them in animal handling techniques.
- Staff should notify their manager regarding any consistent problems with volunteer performance.

## **Social Media**

Social media is a powerful tool that can help us engage and educate the community while also finding forever homes for the animals in our care. As ambassadors for the Society, volunteers can assist us in spreading our message of compassion and care across a variety of internet platforms. The following guidelines will assist you in thoughtfully engaging with our organization on social media.

### **Official Society Pages:**

- Official Facebook: The Anti-Cruelty Society
- Private Volunteer and Foster Facebook Pages:
  - The Anti-Cruelty Society Volunteers
  - The Anti-Cruelty Society Dog Volunteers
  - The Anti-Cruelty Society Cat Volunteers
  - The Anti-Cruelty Society Foster Volunteers
- Instagram: @anticruelty
- Twitter: @anticruelty
- Snapchat: Anti-Cruelty

### **Social Media Tips:**

- Share, retweet, “like”, or “love” the Society’s social media posts.
- Assist us in recruiting future supporters by telling your volunteer story.
- Share photos of animals and your favorite volunteer moments online.
- Whenever posting a pet indicate if they are currently available for adoption.
- Help us promote events and campaigns by sharing them with your followers.
- Tag your posts with [our accounts listed above](#) or #anticrueltysociety so we can cross-share.
- Send questions, ideas, and concerns to [pr@anticruelty.org](mailto:pr@anticruelty.org).

### **Conduct Guidelines:**

- The Anti-Cruelty Society reserves the right to remove posts on both public or private pages that it believes are inappropriate, including posts that are:
  - Offensive or inappropriate in nature
  - Misleading or provide irrelevant information
  - Bullying and personal attacks
  - Support of individuals or organizations which promote animal cruelty
  - Promoting of violent or illegal activities
  - Spam or commercial sales
  - Portraying the organization negatively
- The Society encourages open discussion and amicable debate on relevant topics, however, abusive language, bullying, defamation, or harassment of The Anti-Cruelty society and/or its supporters is not acceptable. Violation of this policy may result in a permanent suspension.

### **Animal Handling**

All volunteers undergo extensive animal handling training in their assigned In-Shelter Training session. Volunteers are expected to perform all handling as instructed by volunteer mentors and staff. Volunteers who work beyond specifications will be corrected verbally, and if mishandling continues, may be asked to switch to a non-animal interaction program.

Sick animals are kept in isolation wards, which are off limits to everyone but approved volunteers. Their diseases are highly contagious to other animals and sometimes to people (e.g. ringworm). If a staff member

has given permission to enter these rooms, please remember to wash your hands thoroughly before and after touching any isolation animal.

### Training Philosophy

The Anti-Cruelty Society is an open admissions shelter that utilizes positive reinforcement training. Research has shown that this approach has the highest success rate in teaching pets basic manners and everyday life skills. By utilizing these methods we are looking to build a foundation of mutual trust, respect and understanding with the animals in our care, which also leads to easier transitions into a home environment.

If you are unfamiliar with positive reinforcement training, take a peek at the articles at the following websites:

- Humane Society of the United States:  
[http://www.humanesociety.org/animals/dogs/tips/dog\\_training\\_positive\\_reinforcement.html](http://www.humanesociety.org/animals/dogs/tips/dog_training_positive_reinforcement.html)
- Positive Dogs:  
[http://www.positivedogs.com/articles/switched\\_positive.html](http://www.positivedogs.com/articles/switched_positive.html)
- The Guardian:  
<http://www.theguardian.com/science/2011/jul/17/dog-training-john-bradshaw-animal-behaviour>

Everyone has a different background and approach when it comes to training, which is why we like to review our philosophy with volunteer applicants in advance. In an effort to maintain consistency within our animal population, we ask that all volunteers commit to following positive reinforcement training methods. Volunteers who are found to be employing training techniques based on domination or intimidation may be asked to resign from their program.

### Documentation

Kennel cards document everything a volunteer needs to know about an animal. Beyond looking whether an animal has a blue or red collar, which designates their sex as male or female, **volunteers should always read kennel cards and behavior screening reports *before* removing an animal from their kennel.**

### Cleaning Up After Dogs

Volunteers who work with our canine population are required to clean any messes created by each dog while in their care. This includes mopping up urine in hallways, the adoption lobby and in offices, as well as disposing of feces and disinfecting the area.

Volunteers are not required to clean dog's kennels as only staff are specifically trained on how to utilize special cleaning equipment and commercial grade disinfectants. Volunteers are welcome to "spot clean" a dog's kennel by removing soiled newspaper or shoveling up feces, but should not be spraying or disinfecting the space. For details on how to properly spot-clean, ask a staff member for assistance.

### Euthanasia Policy

The Anti-Cruelty Society is an open admissions shelter, accepting all animals, regardless of their condition. As such, many animals that are surrendered are too sick or too behaviorally unstable for adoption. These animals are euthanized at intake to protect other animals and people. The Society also performs euthanasia as a service to the community—it is not uncommon for an owner who adopted from The Anti-Cruelty Society

to bring their pet to us at the end of that pet's life to be euthanized.

Euthanasia is as difficult for the volunteers to experience as it is for the staff. Realize that staff members make the decision to euthanize an animal only after assessing all relevant factors including health condition, and behavior. Volunteers are not involved with completing euthanasia procedures as these are only performed by trained and licensed staff. The method used by The Anti-Cruelty Society to euthanize animals is a lethal injection of a drug called sodium pentobarbital which causes death quickly and painlessly.

Please be considerate and sensitive of staffs' feelings and decisions. Publicly criticizing or second-guessing these decisions is detrimental to the organization and team morale. If you have any questions regarding a euthanasia decision, please contact a member of the Volunteer Services Department.

## VOLUNTEER POLICIES

As a volunteer it is important to follow all procedures and policies as outlined in this handbook. These have been compiled from the knowledge and experiences of other Anti-Cruelty Society volunteers and staff. They have been created in an effort to protect the animals and people who interact with them. Adhering to these procedures will assist you with your volunteer responsibilities. Note that volunteers who repeatedly disregard policies may be written up or dismissed from their volunteer service.

### Scheduling & Time Management

**Volunteer Shifts:** Each volunteer program differs in regards to scheduling requirements and available shifts. Currently all Level 1 and clinic programs require volunteers to pre-schedule their volunteer days and times. Special project volunteers may also be asked to pre-schedule. For additional instructions on how to use the Volunteer Schedule, refer to the appendix at the end of this handbook.

Each volunteer program has a pre-designated time frame for completing volunteer shifts. Some programs take place on weekdays, others on weekends. Some programs are available only in the mornings while others in the evenings. Please refer to your program-specific manual for guidelines for your particular area.

**Attendance:** Volunteers scheduled to perform specific functions on an assigned day make a commitment to the requesting staff member or project coordinator. Volunteers are asked to only work in their trained volunteer program as authorized by the Volunteer Department. At no time should a volunteer bring an unauthorized guest with them for a volunteer program activity unless previous approval has been granted.

Volunteers who are unable to follow through with their scheduled assignment should contact the coordinating staff member or volunteer mentor no less than 24 hours before the scheduled date. Volunteers who do not attend a scheduled activity repeatedly will receive a warning and with continued abuse will be dismissed from their volunteer program.

Volunteers who are not fulfilling their minimum of 5 monthly hours of service will be contacted by the Volunteer Services Department to ensure regular engagement. In instances where there is a minor dip in hours, volunteers are welcome to make up for lost time in the future months. Volunteers who are chronically

missing their 5 hour minimum may be asked to resign from their program unless other accommodations are made.

**Recording Service Hours:** Volunteers are required to record their hours on our database website Volunteer2 each day that they serve with the organization. Hours can be logged at the computer station in the volunteer office or from a home computer. The website is located at the following URL: [www.myvolunteerpage.com](http://www.myvolunteerpage.com)

Logging your hours is important as it helps our administration assess program needs. In addition, total hours are reported monthly to national databases and are used for grant applications. We also use logged hours as reference in preparation for our annual Volunteer Appreciation Week held each April. Instructions on how to log your services hours can be found in the appendix at the end of this handbook.

Those volunteers who are not meeting their monthly 5 hour requirement, or who are not remembering to log hours, will be contacted and may have their accounts deactivated.

**Ending Volunteer Service:** Volunteers looking to end their volunteer service should contact a member of the Volunteer Services Department to complete an exit survey. These surveys allow exiting volunteers to anonymously share their insights and suggestions with staff in order to improve the volunteer experience.

**Volunteer Emeritus Status:** Long-term volunteers who are retiring from their service but still want to be involved in our growing community of caring: Volunteer Emeritus! These are volunteers who have served our organization faithfully for 5 years or more or have taken part as volunteer Mentors or Trainers.

**Emeritus Volunteer benefits include:**

- Open invitation to volunteer appreciation events
- Represent the Society at special events
- Continued receipt of the Volunteer Newsletter
- Society special alerts
- Receipt of Emeritus newsletter (biannual)
- Continued use of Volunteer Facebook page

**Using the Volunteer Office**

The Volunteer Office was created to provide volunteers with a central location where they can store personal items, acquire program supplies, socialize animals and mingle with fellow volunteers. To help us maintain a welcoming, clean and clutter-free space, please follow the guidelines below.

- Lockers are provided to volunteers for use while working a shift at The Anti-Cruelty Society. Volunteers should bring in their own locks to secure personal items. Lockers should be emptied and locks removed at the end of each shift.
- Purses and wallets should not be left in the volunteer office unless placed and locked in a locker. The Anti-Cruelty Society is not responsible for any lost or stolen items. Please be smart.
- If you are looking to donate supplies, please bring them to the Customer Service team or a member of the Volunteer Services Department. Do not leave miscellaneous donations in the Volunteer Office.
- Please keep the office as neat as possible and clean up directly after finishing a project.
- If you are socializing a pet in one of the offices please be sure to use the “loose cat,” “loose dog,” or

“loose rabbit,” sign on the door so that others entering the space know there is an animal present.

- Volunteers are responsible for cleaning up after each pet in the space. Basic cleaning supplies are available in the office while a mop bucket and maintenance closet can be found directly outside the office door. Volunteers are responsible for changing out dirty mop water as needed. Instructions on how to do so are posted.

### **Volunteer Adoptions**

Volunteers who are considering adoption are subject to the same requirements as members of the public and staff. Volunteers must meet all of our traditional adoption criteria when considering a pet, including completion of an adoption form, an adoption screening session and full adoption fee payment. For details on current adoption fees and the screening process, please visit our website.

### **Addressing Concerns**

The Anti-Cruelty Society aims toward building an external *and* internal community of caring. For this reason we strive to make volunteers feel comfortable in their positions, have a sound relationship with other personnel, and feel that their rights and responsibilities are being respected. The following policies have been developed to help ensure prompt communication and swift resolution when concerns arise.

**Grievance Procedures:** Should you have a specific concern you are encouraged to address the issue as quickly as possible by following either the informal or formal grievance procedures below.

#### **Informal Procedure**

*Policy questions:* Volunteers are encouraged to address questions of procedure or policy directly with their supervising manager/s or the Volunteer Services Department. If the question is not addressed the volunteer should proceed to following the formal grievance procedure.

*Personnel complaints:* Volunteers should discuss the complaint informally by initiating discussion with the volunteer or staff person concerned and/or the supervising manager at the time of the incident. If there is a grievance that cannot be worked out directly with the other party than the formal procedure below should be followed.

#### **Formal procedure**

All formal grievances should be raised with the Volunteer Services Department. The department staff will look into the grievance within 7 working days. The department staff may consult with other members of the management staff or directors. Volunteers should note that submitting a grievance form may not always result in policy changes or disciplinary action against the offending party.

### **Volunteer Dismissal**

It is important that all volunteers understand, agree to, and comply with all of The Anti-Cruelty Society's policies and guidelines. Any violation of these policies may result in the disciplinary procedures outlined below. Examples of problems that can result in dismissal include but are not limited to:

- Careless, negligent performance of volunteer duties.
- Substance abuse or stealing.
- Discourtesy to or harassment of a volunteer, staff member, or visitor.

- Abuse, neglect, or disregard of animals or their care.
- Working outside of an approved volunteer program or a program a volunteer is not sufficiently trained.
- Assisting people who do not qualify for adoptions to “beat the system.”
- Making public statements which contradict The Anti-Cruelty Society mission and policies or reflecting substantive discontent with the mission and policies.

If a problem arises concerning the performance or behavior of a volunteer, The Anti-Cruelty Society has established formal procedures to ensure that the volunteer in question is treated fairly and in a consistent and sequential manner. At any point in the process, the volunteer may approach the Volunteer department with concerns. The Volunteer department may also at any time bring the matter to The Anti-Cruelty Society’s Human Resources Department.

The objective of these procedures is to provide the volunteer in question with:

- A clear understanding of his or her shortcomings and a documented method for correcting problems.
- Notification that his or her participation as a volunteer may be in jeopardy and, in some cases, establishing a time period during which corrections must be made.

The steps in the process include:

1. **Verbal Warning:** The Volunteer department staff will meet with the volunteer and outline the areas of concern. The procedure for correcting problems will also be discussed. A written copy of this discussion will be provided and placed in the volunteer’s file. The volunteer has the right to attach their written comments to this document.
2. **Written Warning/Probation:** The Volunteer department staff will meet with the volunteer to discuss problem areas. At that time, the volunteer will receive a written description of the problem, a summary of any previous warnings, an outline of the corrective action required and stated time period for making improvements. The volunteer will be required to sign this document, indicating that it has been received and that they understand its meaning. The volunteer has the right to attach their written comments to this document. Copies of this and related documents will be kept in their volunteer file.
3. **Dismissal:** If the volunteer fails to correct the problem within the stated period of time, their status as an active volunteer will be permanently suspended.

The existence of this progressive disciplinary policy does not mean that it will be followed in all cases. In events where, after investigation, The Anti-Cruelty Society determines that a volunteer’s behavior has harmed or has created a risk of harm to the health, safety, welfare or property of its employees, volunteers, animals, visitors or the Society, The Anti-Cruelty Society reserves the right to suspend or terminate a volunteer immediately.

## SAFETY GUIDELINES

In order to comply with OSHA's "general duty clause", The Anti-Cruelty Society has established general safety rules and guidelines for staff and volunteers.

### Proper Hygiene

**Hand Washing:** Use the Centers for Disease Control and Prevention (CDC) guidelines for proper hand washing:

- Wet your hands with clean running water and apply soap. Use warm water if it is available.
- Rub hands together to make lather and scrub all surfaces.
- Continue rubbing hands for 15-20 seconds. Need a timer? Imagine singing "Happy Birthday" twice through to a friend.
- Rinse hands well under running water.
- Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet.
- Always use soap and water if your hands are visibly dirty.

Wash hands when:

- visibly dirty or contaminated
- before eating
- after using restroom
- before and after direct animal contact or contact with bodily fluids
- after removing gloves

If soap and clean water are not available, use an alcohol-based hand rub to clean your hands. Alcohol-based hand rubs significantly reduce the number of germs on skin and are fast-acting. When using an alcohol-based hand sanitizer:

- Apply product to the palm of one hand.
- Rub hands together.
- Rub the product over all surfaces of hands and fingers until hands are dry.

### Protecting Your Health

Protecting your health and the health of the animals is very important. In rare occasions, it may be possible for certain diseases to be passed between humans and animals.

To reduce this risk, all Society personnel – including volunteers, interns, staff and researchers – who have direct animal contact must notify their supervisor if any of the following conditions are present:

- Pregnancy
- Immunological Compromise
- Performance Modifying Medications

If you have been exposed to, currently suffer from, or exhibit any symptoms or signs of any disease which

can be transmitted between humans and animals, masks and gloves **must** be worn while working in the shelter. This includes, but is not limited to:

- Recurrent or persistent diarrhea
- Upper respiratory infections
- Oral fever blisters or cold sores
- Common childhood diseases such as measles, mumps, or chicken pox
- Influenza

**Keeping Your Pets Safe:** The best protection for your pets is to make sure they are up to date on all necessary vaccines both before you begin volunteering and throughout your service. It is also good practice to change out of your volunteering clothes before interacting with your pets at home.

### **Safe Animal Handling & Restraint**

Proper restraint is critical to prevent injuries to both volunteers and animals and to minimize stress. Volunteers should obtain assistance when there is a known aggressive animal, an animal showing aggressive behavior or when the volunteer feels uncomfortable handling the animal by themselves.

All volunteers will be trained on animal behavior to help them identify aggressive behavior. If the volunteer's position involves animal handling, they will be trained in proper restraint.

- Follow your cautious instincts.
- Do not handle any animals of which you are unsure. **Ask for help!**
- Under no circumstances should animals be socialized with one another unless they are in the same cage. This policy is in place to prevent the spread of disease as well as aggression toward other animals.
- Only potential adopters who bring their own animals in for a "meet and greet" may have their dogs socialize with The Anti-Cruelty Society animals. Under no circumstances is a non-shelter dog allowed in any of the adoption kennels. Meet and greets are conducted in the courtyard or lobby area.

**Animal Fights:** In the event that two dogs or cats engage in a fight – volunteers should find a staff person for assistance immediately. **Under no circumstance should volunteers attempt to break up an animal fight.** This includes attempting to separate the animals or grabbing hold of their leashes. During fights animals may redirect onto you or a visitor.

### **Accident Reporting**

If at any time while volunteering you are injured, please connect with a manager and a representative from the volunteer department immediately. This may include, but is not limited to: trips, slips, falls, cuts, abrasions, sprains, breaks, or scratches.

**Animal Bite Reporting:** If you are bitten by a dog or cat, you are required to notify a supervisor and complete an incident report by state law. For post-bite management, The Society follows the guidelines in the most current Compendium of Animal Rabies Prevention and Control by the National Association of State Public Health Veterinarians, Inc.

There are currently no USDA licensed biologics for post-exposure prophylaxis of previously unvaccinated domestic animals, and there is evidence that the use of vaccine alone will not reliably prevent the disease in

these animals. For this reason if it is determined that the animal should be tested for rabies, a cephalotomy may be requested which would require that the pet be euthanized. This procedure may be mandatory if the animal in question has not received a rabies vaccination or has had recent exposure to wildlife.

If no testing is to be done, The Anti-Cruelty Society coordinates pre- and post-observation with one of our veterinarians on site for the legally mandated period of time. Once the quarantine period is over the pet is reassessed by a behavior specialist and, if appropriate, may be placed up for adoption.

### **Equipment Storage**

All equipment should be cleaned and properly stored when not in use. For example, grooming supplies and other sharp objects should be placed in a closed drawer or with the points down in a container.

### **Exits and Passageways**

- Volunteers should be cautious around corners and stairway exits and when opening doors into hallways. If the door has a window, volunteers should check for people, animals or obstructions before opening.
- Always use handrails when using stairs or ramps.
- Either completely close or completely open doors.
- All exits, stairways and halls should be free of clutter and not used as storage areas.

### **Security**

The Anti-Cruelty Society is committed to providing a safe and healthy work environment and has established a Security and Workplace Violence Plan to prevent, or minimize as far as possible, acts of violence against employees and volunteers.

### **Prohibited Behavior**

To provide a safe and violence-free workplace, The Anti-Cruelty Society prohibits any employee or volunteer from engaging in any act either on company premises or during the performance of work-related duties that:

- Threatens the safety of another employee, volunteer and/or visitor
- Affects the health, life or well-being of an employee, volunteer and/or visitor
- Results in harm to an employee, volunteer or visitor

Such acts include, but are not limited to:

- Threatening, intimidating, coercing, harassing or assaulting another person
- Sexually harassing an employee, volunteer or visitor
- Carrying weapons or bringing a weapon on the property (per state and local laws)
- Allowing unauthorized persons access to the building or confidential information without management permission
- Using, duplicating or possessing keys to the building or offices within the building without authorization
- Stealing, or attempting to steal, property of The Anti-Cruelty Society, another employee, volunteer or visitor
- Damaging, or attempting to damage, property of The Anti-Cruelty Society another employee, volunteer or visitor

If a volunteer is confronted with a potentially violent situation, they should step away from the aggressor and ask staff for assistance immediately. If you are unable to find a staff member and your safety is being threatened call 911 for help

### **Emergency Action Plan**

The Anti-Cruelty Society will comply with all provisions of OSHA's *Emergency Action Plans Standard* (OSHA 1910.38) by assuring that required inspections occur regularly, evacuation procedures are in place, information concerning appropriate emergency response is communicated to all personnel and documentation is kept up to date.

**Emergency Reporting Procedures:** The quicker and more efficiently emergencies are reported, the greater the chance for saving lives and property. The general procedures for reporting an emergency are as follows:

- Whoever discovers that an emergency is occurring, or may occur, is responsible for reporting the emergency. A first step is to call 911. Additional Emergency Phone Numbers are posted by each phone.
- The person reporting the emergency will also notify a supervisor and other personnel in the area, so that further steps (e.g. evacuation, moving to safe areas, using an extinguisher, etc.) may be taken.

**Evacuation:** The following procedures should be used in the event that the facility must be evacuated for any reason. All personnel not specifically discussed in this plan should immediately proceed to the Command Center (Bank of America on LaSalle parking lot) for instruction.

- Notify a manager to inform them of the location and source of the emergency.
- That individual will assume command of the situation (Emergency Coordinator, EC).
- A building-wide page will be made, calmly requesting that all visitors leave the building immediately via the nearest safe exit in an orderly manner and should not enter the parking garage (repeat the page twice).
- Do not risk a person's safety for any reason.
- If there is time, return all animals to their cages. **Do not let any animals out of their cages.** Scared loose animals could create more panic, and the animals will be safer in their cages.
- Do not try to fight a fire by yourself. Even if it is a small fire, you could be overcome by smoke very quickly.
- Do not move through the building alone. Always use the buddy system.
- As you leave, close any non-locking doors behind you.

**Sheltering-in-Place:** During certain emergency situations such as severe weather, sheltering-in-place rather than evacuation is the appropriate action. At The Anti-Cruelty Society the best place for this is the basement. If an announcement (via paging system) is made to shelter-in-place, please immediately proceed to the clinic in the sub-basement. Remember to shut windows and doors and use the stairs, not the elevator. If you are unable to reach the basement, seek shelter under a heavy piece of furniture and protect your head and neck with a book, blanket or your arms.

**Bomb threat:** If a bomb threat is received by telephone the person receiving the call should attempt to gain as much information as possible (if it safe to do so) to determine if the threat is credible and to assist the responding authorities. This information includes:

- All information about the device itself (set time, type, location, description, etc.)
- Reason for making the call (angry, extortion, etc.)
- Any information about the caller (age, voice characteristics, language, accent, use of unusual terms, etc.)

- Any information of the location of the caller (inside or outside, background noises, etc.)

Contact a manager or supervisor immediately. The supervisor should then report to any Vice President/President who will contact the police. The police will advise on course of action.

**Suspicious package:** If you find a suspicious package, contact a supervisor immediately. Do not move the package.

**Earthquakes:** During an earthquake, all personnel should evacuate the building and proceed to the Command Center to be accounted for. If evacuation is not possible, personnel should seek shelter under a heavy piece of furniture or in a doorway.

## THANK YOU!

Over the years, a tremendous amount of success and progress has been achieved in the care provided to animals and educating the community. However, more work needs to be done. Together with the help of hundreds of volunteers like yourself, who selflessly contribute thousands of hours annually, the companion animals of Chicago have a voice and advocates to provide them with the love, care, and attention they all need and deserve.

We thank you again for your decision to volunteer with us and for choosing to help the animals in our care. Your efforts make a significant difference in The Anti-Cruelty Society's work and our mission to find loving homes for shelter pets.

We hope you find your volunteer experience at The Anti-Cruelty Society enjoyable and rewarding. If you have any questions or concerns at any time, please contact the Volunteer Department.

*Thank you again! We look forward to working with you!*



## APPENDIX



### Volunteer Training Sheet

This training sheet is a tool to track your volunteer training progress. Please refer to the Volunteer Handbook for additional details about each step below. If you should need guidance at any point during training, please contact the Volunteer Services Department at [volunteer@anticruelty.org](mailto:volunteer@anticruelty.org).

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Volunteer Program:**

<input type="checkbox"/> Volunteer Guides	<input type="checkbox"/> Everyday Adoption Center Assistance
<input type="checkbox"/> Cat Care	<input type="checkbox"/> Cat Adopts
<input type="checkbox"/> Dog Care	<input type="checkbox"/> Dog Adopts
<input type="checkbox"/> Pet Visitation	<input type="checkbox"/> Community Programs Assistance

### Volunteer Training Steps

**Step 1)**      ☐ **Orientation**      Date: \_\_\_\_\_

**Step 2)**      ☐ **Animal Handling Training**      Date: \_\_\_\_\_

**Step 3)**      ☐ **Program Training**      Date: \_\_\_\_\_

Program Trainer: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_

**Step 4)**      ☐ **Solo Session**      Date: \_\_\_\_\_

Check-In Staff: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Once you've come in to volunteer on your own for your Solo Session, complete the bottom portion of this sheet and turn it in to the Volunteer Services Department. The Volunteer Services team will then update your volunteer profile, add you to the weekly newsletter mailing list, issue your ID badge, and grant you the ability to purchase your volunteer t-shirt and apron. The Volunteer Services team will also send you a digital training completion survey to complete.

By signing below you confirm that you have; reviewed the Volunteer Handbook; thoroughly read your program manual; feel confident undertaking your assigned volunteer duties. In addition, by signing this document you are committing to follow all procedures and policies as set forth through your training curriculum.

**Volunteer's Signature:** \_\_\_\_\_

*For Volunteer Services Staff:*

☐ Email/Survey    ☐ V2 Profile    ☐ ID Badge    ☐ MailChimp    ☐ Newsletter Welcome    ☐ Customer Service List

## Glossary of Commonly Used Terms

- AAA (Animal-Assisted Activities) - Also known as Pet Visitation and Pet Therapy. Volunteer program for ACS certified volunteers and their dogs, visit nursing and foster homes to play with and visit the residents for therapeutic (social and medical) benefit.
- Adopts - The cat or dog adoption rooms.
- Altered - An animal that cannot bear young because reproductive organs have been surgically removed.
- BSR (Behavior Screening Report) - Program where Behavior & Training staff will evaluate an animal's temperament to determine the most suitable home for its particular needs.
- C&P (Clean and Preen) - A volunteer program in which dogs and cats are groomed and exercised. May be a sign on a kennel card signaling volunteers to an animal in need.
- DSH, DMH, DLH - Description of cat breed by the length of its coat. Domestic Short Hair, Domestic Medium Hair, Domestic Long Hair.
- Dog Isolation - Separate room housing ill dogs to prevent the spread of contagious diseases. Also referred to as "Dog Iso".
- ER - A sign on kennel cards for staff to take the animal to the Euthanasia Room.
- EAC - Everyday Adoption Center - our off-site satellite adoption facility in the South Loop PetSmart.
- Ear Mites - Small bugs caused by a parasite that live in animal ears eating their skin and blood. Easily treated through cleaning and eardrops.
- Feral - Unsocialized animal; wild.
- Foster - Allowing a volunteer or employee to take an ill/too young/un-socialized shelter animal and care for it in their home until the animal can return to the shelter for permanent adoption.
- Iso Clinic - Area on the main level by the west garage which houses ill animals needing medical supervision.
- Neuter - To surgically remove the reproductive organs in male animals.
- OCE (Owner's Consent to Euthanize) - A surrendered animal that is euthanized with the owner's consent or request.
- Physical Exam (PE) - Program where volunteers help vets with physical exams and help in the clinic. May also be a sign on a kennel card signaling to volunteers an animal which needs medical attention and should be taken to the clinic.
- RTO (Return to Owner) - A lost pet who has been claimed and is awaiting pick-up.
- Spay - To surgically remove the reproductive organs in female animals.
- SPCA (Society for the Prevention of Cruelty to Animals) - The Anti-Cruelty Society is incorporated as such for the State of Illinois.

## KEY STAFF



**Tara Laffey**  
Community Programs Specialist



**Lydia Krupinski**  
Director of Community Programs



**Eric Tostado**  
Coordinator of Volunteer Services



**Abby Dickman**  
Shelter Manager



**Dave Pinto**  
Shelter Manager



**Amber Stallings**  
Shelter Manager



**Sarah Hayes**  
EAC Supervisor



**Tamra Wagenknecht**  
Director of Shelter Services



**Naomi Williams**  
Transport Coordinator

## YOUR VOLUNTEER PROFILE

The Anti-Cruelty Society utilizes a volunteer management software called Volunteer2 to help us track everything we need to know about volunteers. Not only does this database allow us to store volunteer's contact and training information, it is also used by volunteers to schedule shifts and log completed hours. This document was designed to help you navigate your volunteer profile. Use the step-by-step guides below to help you make the most of your volunteer experience with us.

### LOGGING IN

1. Visit the following website to log in to your profile: [www.myvolunteerpage.com](http://www.myvolunteerpage.com)

## VOLUNTEER Login

Do you already have a username and password for myVolunteerPage.com ?

Login here. ▶

Username:

Password:

Login

Forgot your username or password?  
[Click Here](#)

Did an organization send you here to get started? ▶

Enter a county, city or town name and click the search button.

Search

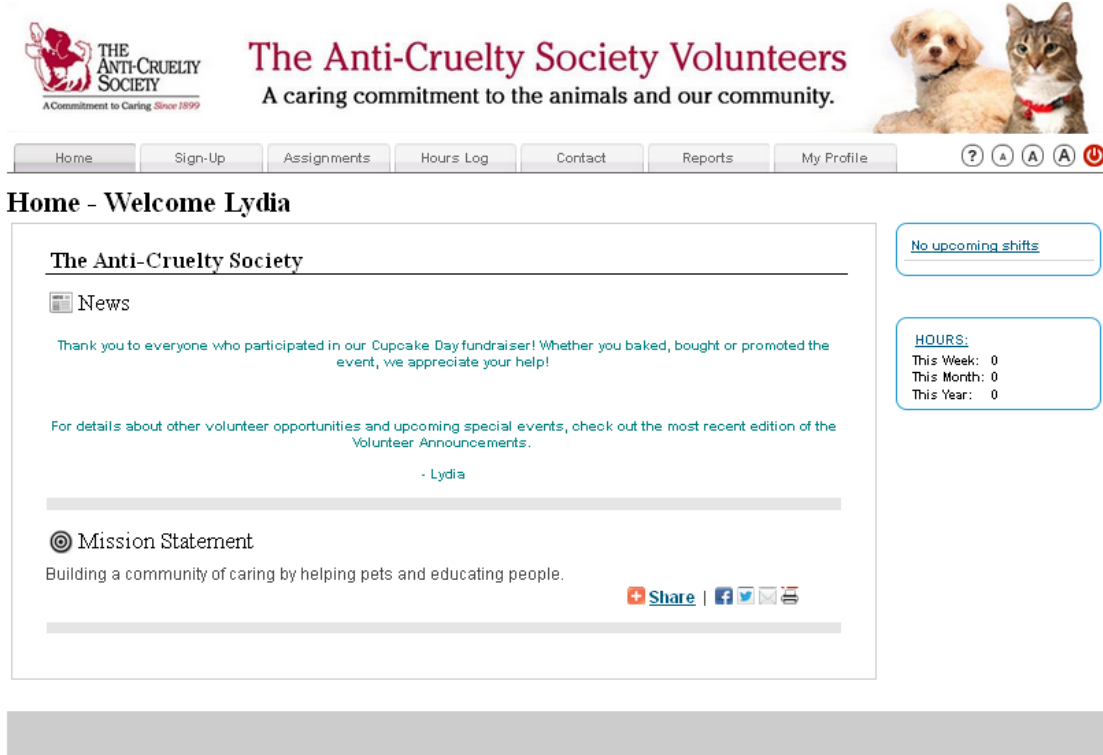
#### Privacy Policy

Information contained here is only visible to you and the specific organization(s) you volunteer for. It will not be disclosed to any other party nor used for any other purpose. [Click here](#) to view the complete myVolunteerPage.com privacy policy.

2. To log-in type your username and password (both of which are case sensitive) in the boxes on the home page and click the "Login Now" button.

- Your username and password are both defaulted as your first and last name combined. Example: johnsmith
- You are welcome to change your password after your first log-in.

3. When accessing your volunteer profile for the first time, please double-check that all of the information under the "my profile" tab is accurate. This includes your address, zip code, phone number, email address, birthday and emergency contact. If at any time your contact information changes, please be sure to update it directly on your profile.



The Anti-Cruelty Society Volunteers  
A caring commitment to the animals and our community.

Home Sign-Up Assignments Hours Log Contact Reports My Profile

**Home - Welcome Lydia**

**The Anti-Cruelty Society**

**News**

Thank you to everyone who participated in our Cupcake Day fundraiser! Whether you baked, bought or promoted the event, we appreciate your help!

For details about other volunteer opportunities and upcoming special events, check out the most recent edition of the Volunteer Announcements.

- Lydia

**Mission Statement**

Building a community of caring by helping pets and educating people.

[Share](#) | [Facebook](#) | [Twitter](#) | [Email](#) | [Print](#)

No upcoming shifts

**HOURS:**  
This Week: 0  
This Month: 0  
This Year: 0

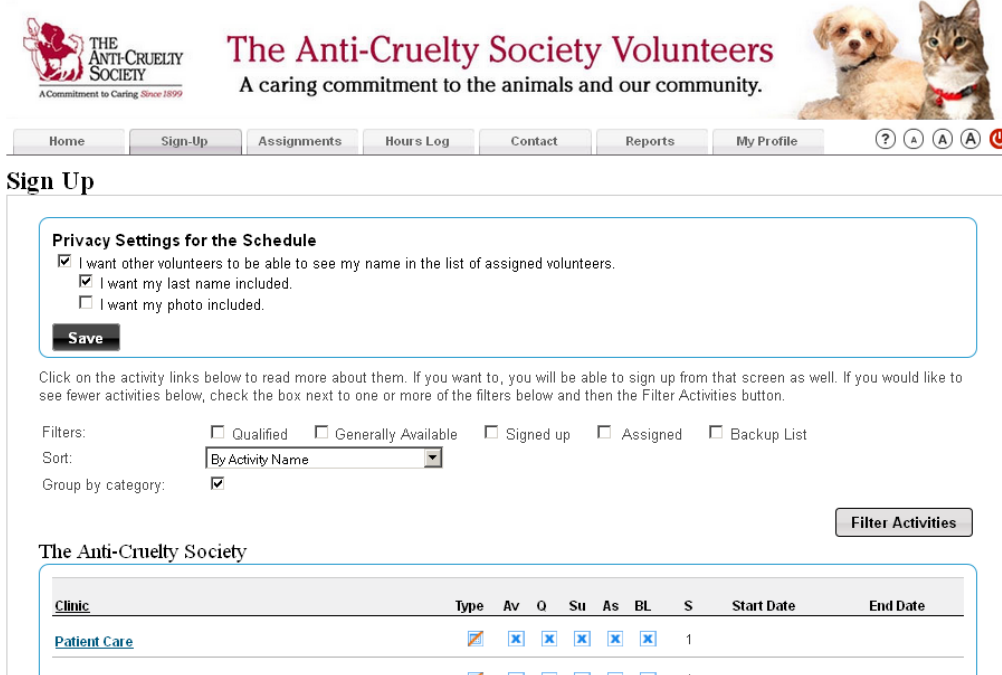
## SCHEDULING A SHIFT

1. Log into your Volunteer Profile.
2. Click on the “Sign Up” tab at the top of the page.
  - If you have not been trained in a certain area, but are interested in helping out, you should contact the Volunteer Services Department before scheduling a shift.
  - The first time you look at this page, you will receive a prompt asking what kind of profile visibility you would like to make available to other volunteers. Check your preferences and click “Save.”

### Privacy Settings for the Schedule

- ☒ I want other volunteers to be able to see my name in the list of assigned volunteers.
- ☒ I want my last name included.
- ☒ I want my photo included

- To narrow down the list of volunteer activities check any of the listed filter boxes and click “Filter Activities.” This will make the list your viewing smaller.
3. Scroll down and click on the activity for which you would like to sign up.



**The Anti-Cruelty Society Volunteers**  
A caring commitment to the animals and our community.

Home Sign-Up Assignments Hours Log Contact Reports My Profile

### Sign Up

**Privacy Settings for the Schedule**

☒ I want other volunteers to be able to see my name in the list of assigned volunteers.

☒ I want my last name included.

☐ I want my photo included.

**Save**

Click on the activity links below to read more about them. If you want to, you will be able to sign up from that screen as well. If you would like to see fewer activities below, check the box next to one or more of the filters below and then the Filter Activities button.

Filters: ☐ Qualified ☐ Generally Available ☐ Signed up ☐ Assigned ☐ Backup List

Sort:

Group by category: ☒

**Filter Activities**

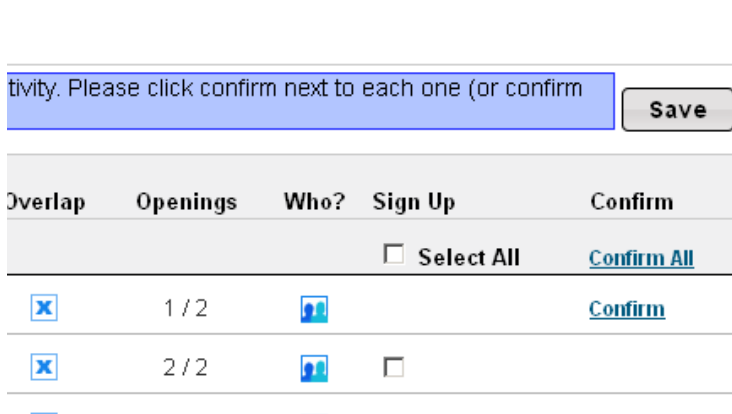
**The Anti-Cruelty Society**

Clinic	Type	Av	Q	Su	As	BL	S	Start Date	End Date
<a href="#">Patient Care</a>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		

4. Scroll down through the list of pre-determined shifts and check the “Sign Up” box for those which you would like to schedule. Then click “Save.”

- At the top of the page will see a variety of filters for navigating through the listed shifts. These include days, current volunteer count, etc. Checking these boxes will help build the shift list according to your preferences.

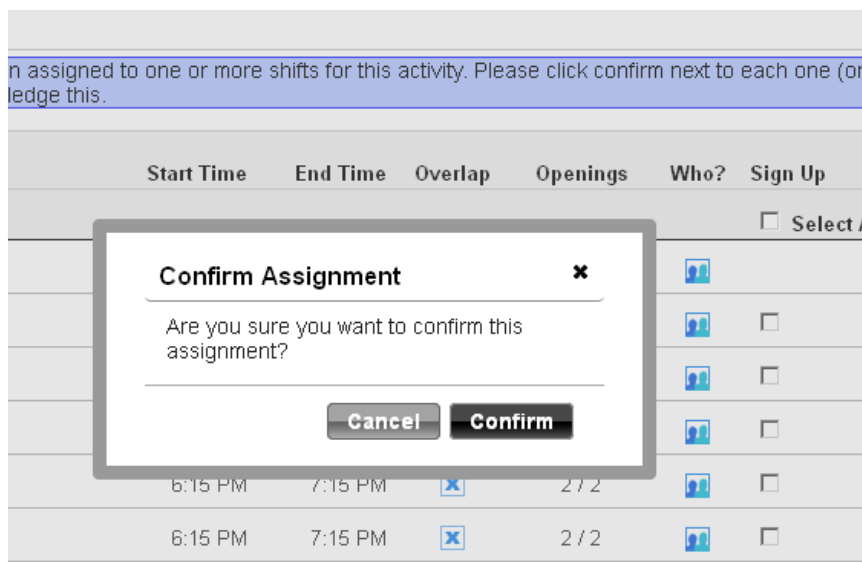
5. After signing up for your chosen shifts you will be asked to confirm your schedule. Click on each additional shift’s confirmation box and then click “confirm all” to have your sessions added to your activity list.



activity. Please click confirm next to each one (or confirm

**Save**

Overlap	Openings	Who?	Sign Up	Confirm
			<input type="checkbox"/> <b>Select All</b>	<a href="#">Confirm All</a>
<input checked="" type="checkbox"/>	1 / 2			<a href="#">Confirm</a>
<input checked="" type="checkbox"/>	2 / 2		<input type="checkbox"/>	



## VIEWING SCHEDULED SHIFTS

To see a full list of your scheduled shifts click on the “Assignments” tab. On this page you can view all your upcoming shifts, as well as download a calendar of your assignments, sign up to receive email reminders or download and print your schedule.




## The Anti-Cruelty Society Volunteers

A caring commitment to the animals and our community.



## Assignments





### Scheduled Activities

☐ Email me a weekly schedule reminder. 

From: 3/27/2014

To: 4/1/2014

**Filter Shifts**

Activity	Date	Start	End	Who?	Confirmed	Actions
						<a href="#">Confirm</a>   <a href="#">Decline</a> <input type="checkbox"/>
Special Projects - Puppyville Socialization	Thu 3/27/2014	8:00 AM	9:00 AM		<input checked="" type="checkbox"/>	
Special Projects - Dog Walking: Evening	Tue 4/1/2014	6:15 PM	7:15 PM		<input checked="" type="checkbox"/>	<a href="#">Remove</a> 
						<a href="#">Confirm</a>   <a href="#">Decline</a> <input type="checkbox"/>

For an alternate view of scheduled shifts, click on the “Home” tab. On the top right hand corner you will see a dialog box that lists your upcoming dates. You can even synch your volunteer profile with your personal calendar by clicking the corresponding email service widget.



## My Society Volunteers

the animals and our community.

Contact
Reports
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? A A A ⏻

[Switch to Administrator View](#)

an pitch in, whether in your current program, or by

ents for all the details on new opportunities.

unday, April 6th. If you did not receive an invitation,

**Your next shifts**

**Special Projects**  
 Dog Walking: Evening  
 Tuesday, April 01, 2014  
 6:15 PM - 7:15 PM



  

**HOURS:**

**This Week: 0**  
**This Month: 0**  
**This Year: 0**

### CANCELING A SHIFT

1. Log into your volunteer profile.
2. Click on the “Assignments” tab.
3. A list of your scheduled shifts will be listed on the page.
4. Check the box on the far right for the shift you’d like to cancel, and click “remove”.

Start	End	Who?	Confirmed	Actions	
				<a href="#">Confirm</a>   <a href="#">Decline</a>	<input type="checkbox"/>
6:15 PM	7:15 PM		<input checked="" type="checkbox"/>	<a href="#">Remove</a>	
				<a href="#">Confirm</a>   <a href="#">Decline</a>	<input type="checkbox"/>

## LOGGING HOURS

Volunteers can enter their hours at the end of a shift, prior to leaving, or from anywhere internet access is available.

Remember to enter all of your volunteer work— even that spent for activities outside of the Society’s physical locations including special events, fostering, special projects and pet visitation.

Use the instructions below to enter and track your volunteer hours.

1. Log In to your volunteer profile.
2. Click on the “Hours Log” tab

At the top of the page you will see a summary of your recent volunteer hours.

3. Scroll down to the bottom of the page to log new hours.



The screenshot shows a web form titled "Log Hours for The Anti-Cruelty Society". It includes a dropdown menu for "Activity" with "Special Projects - Puppyville Socialization" selected. Below it is a link: "Don't see the activity you're looking for? Try: [All Active Activities](#) or [All Inactive Activities](#)". There is a "Date Volunteered" field with "3/28/2014" entered. The "Total Time" section has "Hours" and "Minutes" fields, both with "0" entered. At the bottom right, there is a checkbox for "Post my hours to Facebook" and a "Save" button.

4. Using the drop down menu, select “Active”, the department, and then the volunteer activity.
5. Next choose the date and enter the number of hours/minutes volunteered.
6. Click the “Save” button and you’re all done!

If you make a mistake or need to edit, click “Delete” to remove the entry.

- When prompted, verify your choice by clicking “OK” to delete the entry or “Cancel” to end the function.
- After deleting you can enter the correct information at the bottom of the page.

## NEED HELP?

The Volunteer2 website has a great set of tutorials and help articles should you need assistance navigating through the system.

Visit the following webpage for a list of available help topics: <https://volunteersquared.zendesk.com>

## FREQUENTLY ASKED QUESTIONS

### **Are the animals at The Anti-Cruelty Society healthy?**

All animals are examined by a veterinarian at the shelter and are tested before being admitted into an adoption room. Volunteers should be aware, however, that there are incubation periods for certain diseases (such as Upper Respiratory Infection and Kennel Cough) so it is possible that an animal may have caught something and is not yet showing signs. For this reason we recommend that a volunteer's owned pets always be kept up on their vaccinations through their private veterinarian.

If an animal is adopted and begins showing signs of illness within 15 days, the owner can bring the animal back to The Anti-Cruelty and we will treat it free of charge. The Anti-Cruelty Society recommends that adopters take their new companions to their own veterinarians for a full examination as soon as possible after adoption to establish a new relationship.

### **Have the animals had their shots?**

All animals are given an initial distemper vaccination immediately upon intake. Dogs are also given a Bordatella vaccination. Rabies vaccines are then administered by our licensed veterinarians during the animals first physical examination.

### **Do the animals have worms?**

All animals are given de-worming medicine when they arrive at the shelter. This medicine kills most common types of intestinal parasites but, when the new owner takes their animal to their own veterinarian for a full examination, the vet should check to make sure the cat does not have additional parasites.

### **How long do the animals stay in the Adoption Room before they are euthanized?**

There is no "time limit" for animals in the Adoption Rooms. Once they are moved to the adoption center they will remain there as long as they are behaviorally and medically sound.

### **Why are some cats placed in Charlotte's Cat Corner? What are the criteria for cats to live in one of the rooms?**

Charlotte's Cat Corner residents are cats that are compatible living with other cats, have been at the Society for at least a month, and at times, have been sick and recovered from Upper Respiratory Infection. These are cats that have been in the shelter longer than most and it's our way of making their stay more comfortable.



# WHERE WE STAND

*April 2011*

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT MISSION, VALUE, AND PHILOSOPHY

### OUR MISSION

Building a community of caring by helping pets and educating people.

**The Anti-Cruelty Society is committed to caring.**

**We shall:**

- Provide compassionate care for any animal in need
- Attempt to find a home for every healthy or rehabilitatable dog and cat that comes to us
- Intervene to prevent cruelty to animals
- Partner with the community to educate on animal issues and inspire compassion and respect
- Provide low or no cost spaying or neutering

### VALUES

We will provide the best quality animal care through:

#### **Collaboration**

Only through partnerships and relationships can we achieve our mission

#### **Excellence**

We will strive to have a best practice model in all that we do

#### **Professionalism**

We will act with integrity and in an ethical manner

#### **Leadership**

We will plan for the next generation of issues that will impact our organization, our community and pets

#### **Communication**

We will fearlessly outline and communicate our commitment to being advocates for animals

#### **Transparency**

We support the Asilomar Accords and proudly and publicly report our statistics

### PHILOSOPHY

At The Anti-Cruelty Society we believe:

- In an open door policy – we will not turn away any animal in need
- There are no time limits placed on any animal in our care
- That no healthy or rehabilitatable pet should be euthanized
- The key to pet overpopulation is sterilization
- That education can prevent cruelty, abuse and neglect, and promote responsible pet ownership
- If an animal's quality of life is severely compromised, euthanasia is the humane alternative

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# WHERE WE STAND

July 2011

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT TRAP NEUTER AND RELEASE

It is estimated that there are about 500,000 feral cats in Cook County and up to 60 million feral cats nationwide. What to do about feral cats is a controversial subject. Discussions about this issue usually become very emotional. On one end of the spectrum of opinions are people who strongly believe that all feral cats should be eliminated by whatever means available. As you can imagine, this is a highly unpopular belief among most cat lovers. At the other end there are those that believe feral cats have every right to live "free" with no intervention. Most people believe that something needs to be done about the large feral cat population but want to keep the cats alive. Currently, there is little scientific data to objectively evaluate various approaches to reducing the feral population and in reality, there is no one solution that will work in every community.

In Nov. 2007, a Cook County ordinance took effect that allows the establishment of managed feral cat colonies if they are registered with a department approved sponsor.

Any humane society can be a sponsor – their major responsibilities are:

- Approve feral cat colony caretakers
- Help resolve any complaints concerning the cat colonies
- Maintain records (size, location, vaccination, micro-chipping, S/N)
- Provide written educational training for caretakers
- Report annually

Feral cat colony caretaker major responsibilities are to:

- Register the colony
- Vaccinate for rabies, micro-chip, and sterilize the cats
- Eartip left ear of cat that has been vaccinated and sterilized
- Provide food, water, shelter, and medical attention
- Observe the colony at least twice per week and keep records
- Obtain written approval of property owner if require access to provide colony care
- Remove kittens after weaned and find homes for them and sterilize the queen
- Report semi-annually

The Anti-Cruelty Society encourages and supports actions to minimize the problem of free-roaming abandoned and feral cats. We provide traps to facilitate feral cat colony management. During the 5 years that we have been providing free sterilizations for feral cats, we have performed over 4000 surgeries. And of course, prevention is critical – public education that reduces the number of cats abandoned or allowed outside unsupervised and the number of kittens being born is an essential component.



# WHERE WE STAND

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT REGARDING DOG FIGHTING

### Background:

Dogs are widely known to be sweet, loyal companions. People have trained dogs to assist individuals with disabilities, track lost children, and protect their homes and families. Sadly, some people subject dogs to torture and force them to fight.

Dog fighting is not a sport, it is an act of violence and brutality and it promotes violence in a community. Fighting dogs are viewed by their owners as "possessions" and not pets or family members. It is common for them to be brutally killed if they lose a fight. The fights last forty-five minutes to two hours and don't end until one of the animals cannot fight anymore. Pit bulls are most commonly used, but any breed may be used to fight or as bait to encourage a fighting dog's viciousness.

Dog fights are staged for gambling purposes, are associated with gang activity, and it is not uncommon for drugs and guns to also be present at fights. Children as young as eight-years-old are often brought to dog fights as a way of inducting them into the violent culture. The bloody scenes desensitize individuals to violence.

In Chicago, dog fights are held in vacant buildings, alleys, basements, or vacant lots. People's pets can be stolen and trained to fight or used as bait. Dog fighting is a symptom of the current violence epidemic.

### Know the signs of dog fighting:

- Dogs with heavy chains around their necks are possibly being trained to fight.
- Dogs with numerous scars and puncture wounds may have been used to fight.
- Dogs staked out in yards unable to reach each other.
- Treadmills and/or hanging ropes or devices called "spring poles" can also be used to train dogs to fight.

### The Anti-Cruelty Society Myth Busters

**"Pit bulls are made/bred to fight"**

Pit bulls are sweet, intelligent animals by nature; people train dogs to fight through means of abuse and torture. Pit bulls were originally bred to hunt small game and help farmers herd bulls.

**"I know dog fighting happens in Chicago, but I don't go to fights so why should I care?"**

Dog fighting increases violence and gang activity in a community. Fighting dogs that escape or are set loose threaten the lives of people, especially children.

### Stand-up against violence in your community:

- Call 911 to report a dog fight in progress.
- Call 311 to report information about dog fighting.
- Text "CPD" and your tip to C-R-I-M-E-S (274637).
- Call 312-644-3333 ext. 344 for information on The Anti-Cruelty Society's anti-dog fighting education programs.

### Dog fighting is a felony in Illinois!

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# WHERE WE STAND

January 2011

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT ANIMAL WELFARE VS. ANIMAL RIGHTS

There is a lot of confusion over the terms "animal welfare" and "animal rights" and many people use them incorrectly. We hope this document will help clarify the terms and where we stand.

### ANIMAL WELFARE

Animal welfare, as defined by the American Veterinary Medical Association, "is a human responsibility that encompasses all aspects of animal well-being, including proper housing, management, disease prevention and treatment, responsible care, humane handling, and, when necessary, humane euthanasia."

#### Animal welfare proponents:

- seek to improve the treatment and well-being of animals
- believe that humans can interact with animals in entertainment, industry, sport, and recreation but that the interaction should include provisions for the proper care and management for all animals
- support self regulation of animal sports and entertainment, including rodeos and animal shows
- utilize scientific evidence to improve animal care and handling guidelines

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### ANIMAL RIGHTS

Animal rights is a philosophical view that animals have rights similar to or the same as humans. True animal rights proponents believe that humans do not have the right to use animals in any way (including research, service, and as pets) and wish to ban all use of animals by humans.

#### Animal rights proponents:

- believe that there is no morally relevant difference between humans and other animals
- support laws and regulations that would prohibit hunting, using animals for any medical or veterinary research, raising of livestock for food, zoos, breeding of pure-bred animals for show, rodeos, use of any animal in entertainment, service animals, search and rescue dogs, and the practice of owning pets

Some of the extreme groups have been classified as terrorist by the FBI and have used arson, vandalism, and assault as tactics to further their cause.

### Where We Stand

The Anti-Cruelty Society is a strong advocate for animal welfare. We have devoted 112 years to improving the lives of animals and we will continue to advance the science of animal welfare.



# WHERE WE STAND

August 2011

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT DANGEROUS DOGS

The Anti-Cruelty Society supports legislation designed to protect the public from all dangerous dogs, regardless of breed. Breed specific legislation (BSL) fails to address the problem of attacks by dogs other than the proscribed breed or breeds and the problem of irresponsible owners.

Since any dog can be trained to be aggressive, we believe that responsible ownership is the key to this issue. A study done in Denver in 1991, found that unneutered dogs, female dogs who had a least one litter, unlicensed dogs, dogs not vaccinated for rabies, male dogs, guard/attack trained dogs, or chained dogs were the dogs most likely to bite. Based on this study, supporting proper pet care and spaying/neutering should reduce the risk of dog bites.

A dog's propensity to bite in a given situation is determined by 5 factors: heredity (such as breed), early experience, early socialization and training, behavioral and medical health, and victim behavior. So, even if behavior could be reliably predicted from breed, it is only one factor. Responsible pet ownership with good training, proper socialization, and veterinary care affect three factors. Teaching safety around animals (victim behavior) will also help reduce the risk.

Currently, there is no published data supporting breed specific legislation. There is evidence that BSL is not effective and does not improve public safety. A city in Spain did implement dangerous breed legislation but after four years did not see any change in frequency of dog bites. The Netherlands repealed a national ban on pit bull-type dogs after 15 years because the ban did not decrease dog bites.

The Anti-Cruelty Society strongly supports all breed neutral approaches to preventing dog bites – spaying/neutering all pets, proper training and socialization, good veterinary care, teaching safety around animals, and dangerous dog laws.

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# WHERE WE STAND

May 2011

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT MANDATORY SPAY/NEUTER

The Anti-Cruelty Society strongly supports spay/neuter for pets as evidenced by our affordable spay/neuter clinic and the over 13,000 cats and dogs we sterilize each year. We do not support mandatory spay/neuter ordinances. We believe a mandate does not address the core problem of dog and cat overpopulation, which stems from irresponsible pet ownership. Public education and incentives to spay and neuter pets are the most effective and proven means to reducing the suffering of animals and making a long-term effect by changing people's attitudes and actions.

There are cities that have implemented well-intentioned spay/neuter programs, but they have proven to have been ineffective. Examples of this:

After a 1991 mandatory spay/neuter ordinance in San Mateo County, California, the mandatory ordinance discouraged pet owners from licensing their companion animal and dog licenses declined by 35 percent.

Fort Worth, Texas ended its mandatory spay/neuter program after a reduction in rabies vaccinations led to an increase in rabies cases in that city. The mandatory ordinance discouraged pet owners with intact pets from taking their companion animals to the veterinarian for regular care, including immunizations for rabies.

Los Angeles passed a mandatory spay/neuter ordinance. In review of the ordinance, the City Controller found that the city lacked the strategy, funding, and management to effectively enforce the new ordinance and will now rely on voluntary compliance.

In addition to these examples, the resources needed to effectively enforce a mandatory spay/neuter ordinance do not exist. If pet owners aren't willing to legally license their pet, which a vast majority are not, then they certainly won't spay or neuter their pet in order to follow the law. The ordinance may also cause pet owners to avoid regular visits to their veterinarian as a way to circumvent the spay/neuter mandate, preventing pets from receiving rabies and other vaccinations vital to animal and human health.

The Chicago Veterinary Medical Association and the Illinois State Veterinary Medical Association oppose these ordinances because spay/neuter is a medical decision that needs to be assessed and evaluated by a veterinarian for each individual animal. As individuals responsible for the interest and well-being of the animals in their care, a mandatory medical decision would hinder their ability to act in the best interest of the animal's well-being.

The Anti-Cruelty Society supports spaying or neutering of all pets and provides and encourages incentives to do so.

The Anti-Cruelty Society "Where We Stand" Bulletin is intended to serve as an educational tool among staff members of The Anti-Cruelty Society.

With these periodical postings it is our intention to establish a conclusive definition regarding our shelter's philosophy on relevant issues, and for us to continue to educate each other.



# WHERE WE STAND

December 2010

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT WHERE TO GET YOUR DOG OR CAT

### Background

Before you make the decision to add a new pet to your family, here are some things to consider:

- Can you have pets where you live? (prior to dog adoption, The Anti-Cruelty Society requires a copy of your lease agreement indicating that dogs are allowed or the landlord's phone number)
- Are any members of the family allergic to certain animals?
- Is the whole family in agreement with the decision? A new pet is a big responsibility. Who will be responsible for feeding, walking, grooming, or changing the litter box?
- If you already have pets, have you considered how they will be introduced to the new addition?
- Having a pet requires time and money. Can you afford food, supplies, and veterinary bills? Are you willing to take the time to train your animal?

### Puppy Mills

Mills mass produce poorly bred animals often in filthy, neglectful conditions. Their main motivation is financial gain. Many animals that come from these environments develop serious health and behavior problems.

### Breeders

Buying a "purebred" animal can be risky as behavior and/or health problems can be associated with a lack of genetic diversity or inbreeding.

If you decide to buy from a breeder, do some research. If the breeder will not allow you to see the facility, they may be hiding inhumane conditions. Ask a lot of questions, ask for references, and understand where your pet is coming from.

### Pet Shops

Not all pet shops are the same. Some pet shops now support animal shelters and the animals you see there are actually up for adoption from a local shelter. Other shops are only concerned with profit and purchase their animals from a puppy mill or irresponsible breeder. These animals will often come with costly health problems. Know before you buy.

### "Free Pets"

A free pet often doesn't come without cost. Cats and dogs are given away free of charge in the newspaper or online, and frequently, these pets are not spayed/neutered or vaccinated.

### Adoption

Millions of purebred and mixed-breed cats and dogs are available for adoption in shelters and breed rescue groups across the country. There are many websites available such as our own, [www.anticruelty.org](http://www.anticruelty.org), [petango.com](http://petango.com), [adoptapet.com](http://adoptapet.com), or [petfinder.com](http://petfinder.com).

### Adopt from The Anti-Cruelty Society

- Our adoption hours:  
Monday – Friday: Noon – 7 p.m.  
Saturday – Sunday: Noon – 5 p.m.
- Our adoption fee is \$95 for dogs & \$60 for cats

### All adoptions include:

- Spaying or neutering
- Inoculations against rabies and other diseases
- Feline leukemia test for cats and heartworm test for dogs
- Collar
- Lifetime ID tag (on our registry) and a permanent identification microchip
- Cat carrier or dog leash
- 15 day free post-adoption veterinary care in our clinic for any condition which may have been present but undetectable at the time of adoption
- 30 days of free ShelterCare Insurance for your pet
- A wonderful new family companion

### The Anti-Cruelty Society Myth Busters

**"Adoption isn't an option for our family, we only want a purebred."**

Adoption is an option for everyone. Purebred cats and dogs come into shelters and there are breed rescue groups that can help you. Do your research and ask yourself why you want a certain breed. Mixed-breed dogs often have greater genetic diversity; this can lead to healthier animals with fewer temperament issues.

**"I'd rather get a free animal from an ad in the paper."**

Be aware of scams. Be safe about going to a location you don't know. Adoptions from The Anti-Cruelty Society include spaying/neutering, vaccinations, a microchip, a collar, microchip identification and ID tag, and 15-day post-adoption veterinary care including optional 30 days of free pet insurance... all well worth the minimal adoption fee!



# WHERE WE STAND

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT ANIMAL ABUSE AND NEGLECT

### Abuse

Companion animals are virtually defenseless and cannot tell someone if they have been abused. If a person abuses an animal, the person needs to be held accountable and the animal rescued. Other individuals (children, spouse, an elder) or animals in the home may also be victims. There is a strongly documented association between animal cruelty and other violence.

### Neglect

Cats and dogs were domesticated thousands of years ago. They depend on us for proper care. Neglect is defined by the ASPCA as "failing to provide an animal with the most basic of requirements of food, water, shelter, and veterinary care."

Unsupervised, roaming pets can be considered a form of neglect.

Roaming pets are exposed to a myriad of dangers, such as traffic, extreme types of weather (hypothermia or heat stroke), the possibility of ingesting poison or unhealthy foods or materials, and exposure to other animals.

Cats allowed to roam outside also pose a danger to local wildlife. Roaming dogs can be a danger to people, (especially children) as well as other dogs and cats.

### The Law

In Chicago you MUST...

- Have your cat and dog vaccinated against rabies
- Have a license for your dog
- Remove your pets' waste from all public areas
- Provide your pet with food, water, and adequate shelter
- Provide your pet with veterinary care when needed to prevent suffering

### The Anti-Cruelty Society Myth Busters

**"Animals should be allowed to roam free."**

Animals running "free" are not free at all; they are in danger. The #1 killer of loose cats and dogs is being hit by cars. These pets are also in danger of being stolen, becoming exposed to diseases, fights with other animals, poisons, cruel treatment, and more.

**"I think someone I know has abused their pet, but I haven't reported it, what good would it do anyway?"**

Like children, animals need us to advocate for them. Call Chicago's 311 or The Anti-Cruelty Society (312-644-8338 ext. 304) to report abuse. There is a strong link between cruelty to animals and other forms of abuse; your call may help children and other people in the home too.



# WHERE WE STAND

## THE ANTI-CRUELTY SOCIETY POSITION ANNOUNCEMENT AN “OPEN ADMISSION” vs. “NO KILL” SHELTER

### Background

There is still confusion about “no-kill” shelters because there is no universally accepted definition of the term. One organization’s idea of no-kill can vary widely from another’s.

### No-kill

In recent years the term “no kill” shelter was coined as a way of describing organizations dedicated to ending the euthanasia of all animals. The Anti-Cruelty Society has been caring for animals since 1899 and we are proud that our life-saving efforts have led to a more humane Chicago. Like “no-kill” shelters, we do not euthanize based on space and we have no limit on the time an animal is with us. We do euthanize those animals that are too aggressive or too sick to be rehabilitated. We also offer euthanasia services for pet owners whose animal’s quality of life is severely compromised.

### Open Admission

The Anti-Cruelty society is an open admission (or “open door”) humane society. This means that we will not turn away any animal that comes to our doors. Many of these animals are healthy, good natured cats and dogs who go up for adoption; and there are no time limits on how long they can stay up for adoption. However, there are animals that come to a shelter sick, severely injured, or too aggressive or behaviorally unsound to be placed for adoption at that time. While open admission shelters will give at least temporary refuge to these animals, many limited admission shelters (which sometimes call themselves “no-kill”) do not have the resources to dedicate to such animals. These shelters must make a decision as to which dogs or cats will receive their care and attention and therefore they limit the number of animals they will accept. As a result, some limited admission shelters may choose not to help the animals that come to them with health and/or behavioral issues.

It is The Anti-Cruelty Society’s belief that no animal should be turned away. Sometimes, these animals can be rehabilitated but sometimes they cannot. In this case,

we strongly believe that euthanasia is the most humane alternative to an existence of suffering and pain or being limited to life in a cage. The Anti-Cruelty Society’s goal is no euthanasia for any adoptable or rehabilitatable cat or dog.

### Working Together

It takes a lot of caring people to save so many lives every year. The Anti-Cruelty Society relies on wonderful volunteers and breed rescue groups to foster animals until they are old-enough or healthy-enough to be adopted. We are also a founding member of the Chicago Animal Shelter Alliance (CASA). CASA is a coalition of Chicago shelters who work together to reach a wider audience and make a greater impact.

### The Anti-Cruelty Society Myth Busters

#### “Are you no-kill?”

Yes, like “no-kill” shelters, The Anti-Cruelty Society does not euthanize based on space or time; we do euthanize when an animal is too sick or aggressive to be rehabilitated. We are an open-admission shelter (meaning we don’t turn any animal away, no matter what their condition).

#### “I can’t support an organization that encourages euthanasia.”

The Anti-Cruelty Society does not encourage euthanasia. We do encourage adoptions, responsible pet ownership, and rehabilitation to save lives.

The Anti-Cruelty Society “Where We Stand” Bulletin is intended to serve as an educational tool for staff members of The Anti-Cruelty Society.

It is our intention with these periodical postings, to establish a conclusive definition regarding our shelter’s philosophy on relevant issues and for us to continue to educate each other to better build our community of caring.