

The Anti-Cruelty Society  
**STREET TEAM HANDBOOK**

**WELCOME**

Thank you for choosing to volunteer your time to help the animals and mission of The Anti-Cruelty Society! Your generosity and dedication make a significant difference to our organization and, more importantly, to the cats and dogs in our care.

Last year, The Anti-Cruelty Society came to the assistance of over 32,000 animals through various programs and initiatives. These include the animal shelter, our high volume adoption center, veterinary services including a low cost spay/neuter program, cruelty complaint investigations, animal rescue, education, and animal behavior and training programs. Clearly, these would not be possible without the participation of hundreds of animal lovers like you, who selflessly donated over 23,600 hours in 2012 to help us fulfill our mission of helping pets and educating people.

We hope that your volunteer experience with us is as rewarding to you as it is to 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 would not be possible.

Thank you for joining our volunteer team!

**ABOUT US**

The Anti-Cruelty Society, also known as the SPCA of Illinois (Society for the Prevention of Cruelty to Animals), is Chicago's oldest and largest private animal shelter and veterinary clinic. As a volunteer, the time and effort you contribute is vital to ensuring 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 commitment to caring, values, and philosophy include:

- 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 1906, The Anti-Cruelty Society was incorporated and chartered. Mrs. Thomas was duly elected president at the first annual meeting. 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 to provide a shelter for homeless cats and dogs.

The shelter facilities continued to grow and the headquarters were relocated to 155 West Grand Avenue. Purchased later 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 cats and dogs, 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 replaced 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:

- 3-level parking garage.
- School of Dog Training Facility.
- Mullane Auditorium.

**2004:** Bruckner Rehabilitation Center opens with:

- A four-ward rehabilitation center within the full-service clinic.
- 140 new kennels, allowing for the care of approximately 1,000 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 with:

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

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

- 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
- Relocation of the Receiving Department

## **Funding**

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

#### Contributions:

- The shelter "trough" and donation boxes at special events
- Tributes on behalf of loved ones
- Corporate and foundation grants
- Direct mail campaign
- Bequests and investment income
- Donation boxes at local retailers
- Direct Marketing campaigns
- Individual and major gifts
- Monthly Giving Programs
- Special Events

#### Clinic :

- Charity client fees
- Spay/neuter clinic fees
- Unemployed Program clinic fees

#### Special Events:

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

#### In-Kind Gifts:

Donations such as towels, toys, food, and office supplies are gladly accepted. Please visit our website to view our current wish list. This can be found at: [www.anticruelty.org/wishlist](http://www.anticruelty.org/wishlist)

## THE STREET TEAM

#### **Street Team Program Objective**

By joining the Society Street Team you will play a vital role in the promotion of our efforts, whether it be an upcoming event, fundraising opportunity, or animal welfare campaign. You will be an ambassador for the animals and the Society!

Whether by hanging posters in a neighborhood café or posting about an upcoming adoption event on Facebook, your role as a Street Team member will be to act as an offline and online advocate for the Society.

#### **Street Team Requirements**

- 18 years or older
- Computer savvy
- Passion for animal welfare
- Excellent writing skills
- Familiarity with social networking sites
- Outgoing personality

### **Street Team Benefits**

- All volunteers receive a 10% discount at our on-site retail store.
- Members receive a free Anti-Cruelty Society t-shirt.
- Upon completion of three months of Street Team service, members are entitled to a discount for School of Dog Training classes.
- Street Team members receive Invitations to volunteer events, including yearly Volunteer Celebration.
- Street Team members are Included on all volunteer communications and recognition.
- Members will meet other people who are passionate about animal welfare.
- Your employer may match your volunteer hours with a contribution to the Society. Please ask your HR department for details.

### **Key Contacts**

**PR & Marketing Associate:** Trisha Teckenbrock 312.645.8015 [tteckenbrock@anticruelty.org](mailto:tteckenbrock@anticruelty.org)

**Special Events Associate:** Alison Connolly 312.645.8006 [aconnolly@anticruelty.org](mailto:aconnolly@anticruelty.org)

**Manager of Volunteer Services:** Lydia Krupinski 312.645.8040 [lkrupinski@anticruelty.org](mailto:lkrupinski@anticruelty.org)

### **Street Team Responsibilities**

- 1) Offline Outreach
- 2) Online Outreach
- 3) PR Support
- 4) Pounding the pavement

### **Offline Outreach**

The Anti-Cruelty Society hosts numerous events throughout the year to help raise funds and awareness for our work. To assist the Society, Street Team members will be distributing posters and promotional materials in specifically assigned neighborhoods.

Whether by hanging a flier on a community board, handing out postcards at a dog park, giving out coupons at a farmer's market or speaking with a boutique manager about an upcoming event, Street Team members will help us promote upcoming campaigns to people in their neighborhoods through fun and creative means.

The Special Events and PR teams will be in direct contact with Street Team members regarding upcoming endeavors and will prepare supplies for postering for volunteers to pick up from the Society.

### **Poster Hanging Guidelines**

- Posters should not be hung on any city property. The Anti-Cruelty Society will be fined!
- Before hanging fliers in a place of business or residence, speak with an available manager for permission. If the manager is not available, leave the materials with a note on Society paper (provided) asking them to display the materials.
- Volunteers will need to document the locations of posters that have been distributed and report them back to the supervising staff.
- Volunteers should not create their own fliers, but should utilize those designed and provided by The Anti-Cruelty Society.

- Volunteers should not alter any of the designs that have been created by Society staff.

### **Online Outreach**

Street Team volunteers will be utilizing a variety of online platforms on which to promote upcoming events, campaigns, and initiatives.

As ambassadors of The Anti-Cruelty Society, all social media networking must be executed with the highest level of professionalism. Failure to do so may reflect poorly on the organization and may deter our efforts to educate the public on animal welfare issues and Society events.

Volunteers will be asked to post **three** times a week on the sites of their choosing. A report, detailing post content, site and, frequency will be submitted at the end of each month to the Community Outreach department for review.

### **Social Media Policy**

Social media sites can be useful for communicating with our supporters, but they must be used carefully to avoid potential pitfalls.

‘Social media’ is the term commonly given to websites and online tools allowing users to interact with each other in some way – by sharing information, opinions, knowledge and interests. These social media sites are helpful tools that we use to reach out to our large following of supporters with news and announcements. In order to secure an ongoing relationship with our “fans” and “followers” we must be well-aware of what we are sharing publicly and how often.

Examples of social media websites include:

- Social networking (e.g. [www.facebook.com](http://www.facebook.com))
- Video sharing (e.g. [www.youtube.com](http://www.youtube.com))
- Blogs (e.g. <http://anticruelty.org.guy>)
- Micro-blogging (e.g. [www.twitter.com](http://www.twitter.com))
- Wikis (e.g. [www.wikipedia.org](http://www.wikipedia.org))
- Social bookmarking (e.g. [www.pinterest.com](http://www.pinterest.com))

### **Social Media Guidelines**

#### **Profile Creation:**

1. New profiles or groups should only be created following agreement by the Development Department and/or Community Outreach Department.
2. New posts should adhere to our current organizational philosophies and should not address topics or subjects that the Society does not readily address. Example: Animal rights issues should not be confused with animal welfare topics.
3. Content must be updated on a regular basis to ensure information is fresh and relevant.

4. If you have an event or unique idea that you would like to see reflected on our social media outlets, please contact your staff liaison or the Volunteer Department.

### **Social Media Operation:**

1. When using third-party websites (such as Facebook), know and follow their terms of use.
2. Be accurate, fair, thorough, and transparent.
3. Be mindful that what you publish may be public for a long time.
4. Respect copyright laws.
5. Do not publish or report on conversations that are meant to be private or internal to The Anti-Cruelty Society without permission. Do not cite or reference anyone by their full name without approval. When you do make a reference, link back to the source, where possible.
6. Respect your audience. Do not publish anything that would not be acceptable in the workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory, such as politics and religion.
7. Do not exceed posting information on The Anti-Cruelty Society's social media outlets more than a total of four times per day.
8. Remember that you represent The Anti-Cruelty Society, and should be cordial at all times.
9. Do not correct contributors' spelling or grammar.
10. Volunteers should not edit other people's contributions. Please flag inappropriate comments, tags, or conversations to your staff contact.

### **Social Media Formatting:**

1. Street Team volunteers should always use the following format when mentioning the organization: The Anti-Cruelty Society.
2. We do not use "ACS" as an acronym as it refers to the American Cancer Society.
3. Any references to an event or current campaign should include a link back to the original source of information.
4. Write in the first person ("I" or "we").
5. Try to keep Facebook posts two sentences or less. Do not use long links to link to pages; rather, shorten the link by using [www.tinyurl.com](http://www.tinyurl.com) and then post the link to the wall.

### **Social Media Content:**

1. Before creating new content for posts, utilize that which is already available on current Society profiles. This includes, but is not limited to, copying and pasting Facebook, Twitter, Pinterest and/or Flickr content.
2. Content can also be found at the following links:
  - [www.anticruelty.org](http://www.anticruelty.org)
  - <http://www.anticruelty.org/events/>
  - <http://www.anticruelty.org/news-media/>
  - <http://www.anticruelty.org/guy/>

- <http://www.anticruelty.org/ways-to-give/>
  - <http://www.anticruelty.org/adopt/>
  - <http://acsfosters.wordpress.com/>
  - <http://pinterest.com/anticruelty/>
  - <https://www.facebook.com/AntiCruelty>
  - <https://twitter.com/AntiCruelty>
  - <http://www.flickr.com/photos/theanticrueltysociety/>
  - <http://www.youtube.com/user/AntiCrueltyTV>
3. Street Team volunteers may also utilize information that is within the weekly Volunteer Announcements, as long as the content does not breach the privacy guidelines mentioned above.
  4. Participants should be cognizant of the content on their personal social media profiles. There should be consistency in your message. I.e. Don't post about an upcoming Community Cats workshop and then something personal about how you can't stand felines. If you would rather not 'mix and mingle' Society information with your private profiles, consider creating a separate account for each.

### **Safety Guidelines:**

Follow these tips to keep yourself safe and limit breaches of private information:

- **Never broadcast private contact information.** Never list your email address, phone number, or mailing address in a public space.
- **Use caution when you click links** received in messages or on a social media website. Treat links in messages on these sites as you would links in email messages – with caution.
- **Assume that everything you put on a social networking site is permanent.** Even if you delete a post or your account, anyone on the Internet can easily print photos or text or save images and videos to a computer.
- **Change Your Passwords** often and do not use the same password for social networking sites that you use for your email accounts and online banking.
- **Don't post your location.** Social networks allow you to post your location – we recommend that you keep this kind of information private for your own safety.
- **Know what action to take.** If someone is harassing or threatening you, remove them from your friends list, block them, and report them to the site administrator.

## Logging Volunteer Hours

Please use these instructions to enter and track your volunteer hours:

### Step 1 – Log In

- Visit the following website to log in to your profile:  
<https://app.volunteer2.com/Public/Login/Volunteer>
- To log-in type your username and password (both of which are case sensitive) in the boxes on the MyVolunteerPage.com home page and click the “Login Now” button.
- Your username and password are both defaulted as your first and last name combined.  
Example: johnsmith

### Step 2 – “My Hours Log”

- Click on **My Hours Log** tab  
The **view summary** page will open, (this provides a record of hours volunteered in the past 12 months).
- Scroll down to the bottom of the page to log new hours.
- Using the drop down menu, select active, the volunteer department, and then the volunteer activity. Next choose the date and enter the number of hours/minutes worked.
- Click the “Save” button and your volunteer hours will be added.
- 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.
  - Remember to click “Save.”

## POSITION STATEMENTS

### Companion Animals

The Anti-Cruelty Society believes that since companion animals provide people with joy, recognized health benefits, and 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 dialog 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 more effectively help 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 effect 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.

*\*Note that 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 other specific 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 currently operated.

### **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.

## **SERVICE INFORMATION**

### **Shelter Hours**

The shelter 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>)  
Independence Day (July 4<sup>th</sup>)  
Thanksgiving Day  
Christmas Day (December 25<sup>th</sup>)

Memorial Day  
Labor Day  
Christmas Eve (December 24<sup>th</sup>)  
New Year's Eve (December 31<sup>st</sup>)

**Animal Relinquishment Hours:**

9:00 a.m. – 7:00 p.m. (every day of the year)

**Public Adoption Hours:**

Monday-Friday: 12:00 p.m. – 7:00 p.m.  
Saturday/Sunday: 12:00 p.m. – 5:00 p.m.

**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 and ready to go to a new home as soon as someone chooses it from our adoption population.

If a pet is not current on its 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, allowing the vaccines to provide the necessary protection before the animal is exposed to the shelter environment. Having these necessary steps completed 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 no fee for relinquishment, but they may leave a contribution of their choosing as well as any of the pet's belongings.
- 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 the animal passes its 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 rescue organizations and will send pure breed or special needs animals to rescue organizations to create room and provide a non-kennel environment for an animal.
- 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.
- After a mandatory legal five day hold period at AC&C, animals deemed adoptable might be transferred back to Anti-Cruelty Society and placed in the adoption room.

## **Adoption Process**

Once prospective adopters have informed a staff member or volunteer they would like to adopt a dog or cat, 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.

Certain requirements must be met for the adoption process to continue:

- All members of the household should be present or reachable by phone.
- Adopters must have a valid ID with their current address.
- Adopters must be 18 years of age or older.
- In the case of renters applying for a dog, landlords will be called to verify that the apartment is pet friendly.
- The Anti-Cruelty Society does not place a hold on animals for the general public or for volunteers. Only animals in the adoption rooms are available for adoption and this is on a first come, first served basis.

If the adopter passes the initial screening, they will move into a counseling session with a staff member or an experienced and trained volunteer. The counseling covers the medical history of the animal and daily care instructions. A contract is signed and the animal may go home with the adopter if it has been spayed or neutered. If not, the animal will have surgery the following business day and may go home with the adopter then.

## **Adoption Fees**

- Puppies—\$150
- Dogs—\$95
- Kittens—\$85
- Cats—\$60

## **Adoption Fee Includes**

- Spay/neuter surgery
- Rabies vaccine
- Distemper vaccine
- Leukemia screening for cats/ Heartworm screening for dogs
- Collar & Anti-Cruelty Society identification tag

- Microchip
- Leash or carrier
- Engraved ID tag Free 30 day pet insurance through Shelter Care

### **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 easy-to-read Adoption Match cards on each pet's kennel. These cards will categorize 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.

The category in which an individual animal is placed is determined after a Behavior Screening Report (BSR) has been generated. Only staff from the Behavior and Training Department have clearance to designate an animal's category and write on their corresponding Adoption Match card. Volunteers and staff are welcome to nominate animals for a changed status as rehabilitation and enrichment programs impact an animal's personality. These requests should be submitted in writing and given to a B&T staff member.

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 during the adoption screening process. With this program adopters connect with the animal best suited for them from the onset – and not after they are already attached and then heartbroken when denied.

### **Special Adoption Programs**

#### **Pets for the Elderly**

Adopters 60 years and older qualify for our *Pets for the Elderly* program and the adoption fee is waived if they adopt a cat or dog over three years of age. The Anti-Cruelty Society is reimbursed \$50 by the program sponsor, *Pets for the Elderly Foundation*, for each animal adopted.

#### **Aged to Perfection**

*Aged to Perfection*, is a program designed 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 two years of age or older, over 40 pounds, or categorized as Special Needs.

### **Satisfaction Guaranteed Program**

This unique program helps to address the adoptions that just don't work out. Satisfaction Guaranteed is a concept that supports our philosophy of guest services, and works to instill potential adopters with increased confidence by ensuring guests that in the case of a mismatch, they can return the pet within 30 days and have their adoption fee refunded.

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

- Cat spay/neuter \$20
- Dog Neuter \$95
- Dog Spay \$95
- Female dogs and cats are spayed.
- Male dogs and cats are neutered.
- Dogs and cats can reproduce at a staggering rate:
  - Litter sizes may vary from 2 to 10 puppies or 2 to 20 kittens.
  - In 6 years a female dog and her offspring can produce 67,000 dogs.
  - In 7 years a female cat and her offspring can produce 420,000 cats.

These numbers indicate the severity of animal over-population. The problem extends to finding good homes for each offspring and ensuring each kitten or puppy (along with the parent) is spayed or neutered to prevent further births.

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.

- The low cost spay/neuter clinic is where this safe and common operation is performed by a veterinarian to prevent animals from reproducing.
- The Anti-Cruelty Society fees include \$10 for cats, \$70 for male dogs and \$90 for female dogs. Feral cats and Pit Bulls are spayed or neutered for free.
- 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.

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

- Females who are not spayed run a risk of contracting uterine, ovarian, or mammary cancer, and life-threatening pyometra (inflammation of the uterus).
- Males who are not neutered are prone to testicular cancer and prostate problems.

## CONCLUSION

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!***

