



happy tails. happy hearts.™

Serving Southern Colorado since 1949

Volunteer Manual

Revised July 2023

Volunteer Manual

Table of Content

Foreword	4
Socially Conscious Animal Community	4
Euthanasia	4
General Information	6
History of the Humane Society of the Pikes Peak Region (HSPPR)	6
Mission	7
Vision	7
Values Statements	7
Strategic Goals	8
Programs and Services	8
Animal Care	9
Lost and Found Procedures	10
Adopting a Pet	10
Variable Pricing	11
HSPPR Volunteers	11
Purpose Statement	11
The Role of Volunteers	11
Becoming a Shelter Volunteer	11
Becoming a Foster Volunteer	12
Becoming a CART Volunteer	12
Diversity and Inclusion of Volunteers	12
Benefits	13
Volunteer Pet Adoptions	13
Other HSPPR Volunteer Pet-Related Benefits	13
Expectations of Volunteers	14
Principles and Code of Conduct	14
Treatment of Animals	15
Volunteer Commitment	15
Scheduling and Attendance	15
Holidays and Inclement	17
Weather	
Dress Code	17
Commitment to a Team Culture	18
Electronic Communication	18
Text Message Notifications	19
Use of Electronics While Volunteering	19
Use of Company Telephones, Office Machines, etc.	20
Parking	20
Confidentiality	20
Social Media and Personal Web Sites/Blogs	21
Bringing Your Personal Pets to Your Volunteer Shift	21
Friends and Family of Volunteers	21
Alcohol- and Drug-Free Workplace	22
Violence-Free Workplace	22
Sexual Harassment	22

Problem Solving Process.....	23
Personnel Data Changes.....	23
Volunteer Letters of Reference Request.....	24
Animal Care and Handling.....	24
Accidents.....	24
Insurance.....	25
Key Cards (COS Only).....	25
Inactivation, Discipline, and Discharge.....	26
Emergency Action Plan.....	26
The CART Program.....	29
Vision.....	29
Humane Society of the Pikes Peak Region Statement of Principles and Beliefs.....	29
HSPPR Key Messaging.....	35
Animal Welfare	37
Agencies.....	37
Laws Pertaining to Animals in	38
Colorado.....	38
Copy of Volunteer Agreement and Liability	40
Wavier.....	40
HSPPR Definition of Terms.....	42
HSPPR Culture Map.....	45



Dear Volunteer,

Thank you for joining our team! Last year over 20,000 lost and unwanted animals came through our doors. Some were hurt, some frightened, and others waited patiently for their families to come to retrieve them. They all needed a safe place to rest and a little loving care and attention. A kind voice or a gentle hand may have been enough to bring them out of their shell, and often it was the voice or hand of a volunteer that was extended.

Our volunteers are invaluable to us, helping us expand our services to animals and to the community well beyond what we could provide with our staff alone. Volunteers are also our ambassadors to the community, helping us educate the public on subjects like the importance of spaying or neutering pets, microchipping, vaccinations, and other issues which make all the difference for the long-term health and welfare of our animal community.

Many animals cannot go out for adoption right away. By having our Foster Care Program, we can give these animals a place to stay as they grow or are recovering from a medical condition. In some situations, the foster home is a safe place for a scared animal to feel more at ease. Last year, we had over 2,000 animals go through our foster program. Fostering really does save lives!

Our Community Animal Response Team (CART) plays a huge role in supporting our community in the event of natural or manmade disasters. The volunteers on the CART Team stand ready to respond to the needs of animals in our community and are trained to perform animal sheltering operations during emergencies and disasters. CART Volunteers are an invaluable part of the community in that they help us to educate, prepare, and assist individuals in a time of crisis.

Our programs have been growing over the years, and it would not be possible without the many amazing volunteers we have at HSPPR. We look forward to working with you in our ongoing effort to reunite and rehome displaced animals. The generous offer of your time and energy will be rewarded by the knowledge that you have changed the lives of the animals you have touched.

Welcome to the team!!!

With much Gratitude,

Sarah Ellis Carter
Volunteer Services Manager

FOREWORD

In this Volunteer Manual, please note that the referral to the Humane Society of the Pikes Peak Region (HSPPR) encompasses both the Colorado Springs and Pueblo locations. Though each individual location has its own manager to oversee the volunteer program at that site, the procedures of HSPPR mentioned in this manual apply to all volunteers. Additionally, “Volunteer Services Manager” may be used interchangeably or substituted by, or used in addition to, the “Volunteer Services Department Staff”.

Furthermore, as this Volunteer Manual applies to the Community Animal Response Team (CART) and Foster Care Program volunteers, please note that HSPPR and CART may be used interchangeably. As the CART and Foster Care Programs are managed and overseen by HSPPR, the procedures of HSPPR mentioned in this manual also apply to both of these programs.

Should any information be unclear, please speak with the Volunteer Services Manager, Foster Care Manager, or CART manager for clarification.

SOCIALLY CONSCIOUS ANIMAL COMMUNITY

Humane Society of the Pikes Peak Region is proud to be a part of the growing socially conscious animal community movement. Together with other animal welfare organizations across the country, HSPPR is dedicated to giving every animal that comes through our doors the care and respect he deserves, and the best possible outcome.

Our society is at a critical point in shaping the future of animal welfare. Pets matter deeply to us, and protecting pets is vital to a healthy community. While most people mean well in their attempts to change public policy around how we care for homeless pets, sometimes good intentions lead to unintended suffering for the very pets that people are trying to protect. We must educate colleagues, friends, family members, neighbors and policy makers so public policy results in animals receiving the care and respect they deserve.

The socially conscious animal community is a framework that allows each of us to understand our role in creating best outcomes for pets. This concept is based on respectful treatment of animals. It’s about placing every healthy and safe animal that ends up in a shelter or rescue. It’s about transparency and leadership. It’s about thoughtful public policy. It’s about safe communities. We must work together to create the best outcomes for all animals while nurturing the human-animal bond.

Learn more and join the movement at scsheltering.org.

EUTHANASIA

Euthanasia means “gentle death,” and is often performed as a humane ending to a valued life. Lately, euthanasia has been given a negative connotation in connection with animal shelters. For some animals, it is the ultimate act of kindness, and for others, it is the world’s saddest action. But why is it necessary? How often does it happen? Why are some animals euthanized and not others?

At HSPPR, we do everything in our power to prevent needless euthanasia. Education is the key to that prevention. Euthanasia is a community problem and a national problem; only by teaching people how to be responsible pet owners can we solve this problem.

Sometimes, the loving choice is the hardest choice.

For many years, HSPPR has provided low-cost euthanasia as a service to local pet owners who feel that it would be cruel to keep their pet alive any longer, usually for reasons of terminal illness or old age. We believe it is important for every pet owner, regardless of financial ability, to have the right to provide their pet with a humane and dignified end of life. From 2020 to 2022, HSPPR averaged around 2,000 owner-requested euthanasia cases each year, testifying to this need in our community. Although these euthanasia cases have no impact on our organization's Lives Saved statistics, we continue to provide this service to support local pet owners who are faced with making a loving, but very difficult choice.

The pet overpopulation crisis: an overview.

Why is there a pet overpopulation crisis? Simply put, because not all pet owners spay or neuter their pets. Female cats and dogs that have not been spayed can reproduce at an alarming rate, and every litter adds to the crisis. Pet overpopulation is a battle that animal shelters nationwide have fought for decades. In a very real sense, pet overpopulation is why animal shelters must exist – there simply are not enough homes.

A brief history: in the 1950s, according to the Humane Society of the United States (HSUS), animal shelters across America collectively euthanized 17 million pets each year. In the 1970s, spay-neuter advocacy began to take hold, and the number dropped to 15 million animals. In 2013, the HSUS estimated that 3 to 4 million animals were euthanized in our nation's animal shelters annually. In one sense, the pet overpopulation crisis continues, especially for cats; in another sense, particularly with dogs, it has become an unwanted pet crisis. Pet owners not willing or able to uphold their responsibilities bring their pets to animal shelters like HSPPR.

Nationally, the average "save" rate within animal shelters, or percentage of animals sheltered that are adopted or reunited with their families, is 76 percent.

Behavioral assessments: our commitment to the community's safety.

As part of our responsibility to serve our community, HSPPR evaluates animals for adoptability. We believe it is crucial to public safety that we only make appropriate animals available for adoption. We therefore assess the temperament of many of the animals brought into our shelter with a detailed evaluation. Those that are determined to be unsafe for adoption must be euthanized for the safety of our community.

Eliminating euthanasia: a community solution.

The solution to stopping pet overpopulation and unwanted pets seems simple. First, pet owners must spay or neuter their pets. Second, pet owners must understand the responsibilities entailed in owning pets, and the depth of the commitment required, before getting a pet.

The answer lies in education, which is why community education on humane issues is integral to HSPPR's mission. We promote spay/neuter at every chance, including providing for low-cost spay/neuter of animals adopted from our shelter. We also promote responsible pet ownership, both throughout the adoption process and at every public outreach opportunity. Our goal is to give every pet owner the tools needed to have a positive, fulfilling relationship with their pet for the duration of its life.

We could not do it without your help. Please, talk to your friends, family, neighbors and coworkers about why responsible pet ownership is important. Understanding and fulfilling our responsibilities as pet owners makes us a more compassionate, healthier and stronger community. We are proud to serve as our region's resource for humane animal care information, and welcome any and all questions regarding animal behavior, pet care and the issues involved in animal welfare.

GENERAL INFORMATION

HISTORY OF THE HUMANE SOCIETY OF THE PIKES PEAK REGION (HSPPR)

On June 20, 1949, a veterinarian, a retired child welfare officer, a pawnbroker, a chiropractor, some Kennel Club members and several animal lovers assembled at the Antlers Hotel to discuss animal welfare in Colorado Springs. At that time, there was no shelter to care for strays or investigate cruelty or neglect. A representative of American Humane (AH) addressed this assembly of concerned citizens about starting an animal shelter. From this humble beginning, HSPPR was established. By January 1952, HSPPR was contracted by the City of Colorado Springs to handle animal control and continues to provide this service today.

The first physical location of HSPPR was in the Craigmere area in an old racing greyhound kennel. Shortly thereafter, HSPPR moved to its present site off of South 8th Street and built a small kennel to house the animals. This site was originally a farm and had some barns and a log home where employees were allowed to live. Through the years, the shelter was expanded and buildings and facilities added. By the early 1990's, the buildings and infrastructure had far surpassed their useful life and it was clear HSPPR was badly in need of a new facility.

In 1993, the Board of Directors made a commitment to replace the existing facility. The process of determining future needs and designing a facility to meet those needs, along with initial planning to raise money was begun. This was by far the largest undertaking HSPPR had ever attempted. From start to finish, the project would take seven years and cost \$6.1 million. Following a successful capital campaign, construction began on a state of the art, 43,000 square-foot animal shelter on April 16, 1999. In April of 2000, HSPPR moved into Phase I of the new facility, and by November of 2000, the entire facility was finished and ready for occupancy.

In 1998, HSPPR was contracted by Douglas County to provide professional animal law enforcement services for their jurisdiction.

HSPPR increased services to Pueblo City and County in 2002, to provide animal welfare and sheltering services for the citizens and animals of an additional 2,400 square miles of Southern Colorado. In 2004, the taxpayers approved a bond to begin construction of the 24,000 square foot state of the art facility that HSPPR-Pueblo (formerly Pueblo Animal Services) currently operates out of. The building opened in 2007 and includes a surgery center to provide a wide range of necessary veterinary care for our shelter animals, as well as low-income spay/neuter for our community.

In 2008, HSPPR began contracting animal law enforcement services for the City of Centennial.

In 2009, we opened the Wesley V. Metzler Veterinary Clinic. The center allows us to spay/neuter all dogs, cats and rabbits adopted from HSPPR, offer a low-cost spay/neuter program to members of the community that are in financial need, and perform a variety of surgeries on animals in need at our shelter.

In 2015, HSPPR had already outgrown its current size and was bursting at the seams. In order to better serve the community and meet the needs of animals coming through the doors, an \$8 million capital campaign was started to provide the funding that the shelter desperately needed in order to expand. The "Second Chance"

campaign provided 16,000 additional square feet to house a new lost-and-found area for patrons missing their beloved pet or for those having to make the difficult decision to surrender. Additionally, the Adoptions Lobby was remodeled to become more customer friendly and a new cat adoption area was built to spotlight and show off all the amazing felines waiting for new homes. Construction for a new dog park began in Fall 2015.

In early 2018, the Pueblo City Council voted to pass the Pueblo Animal Protection Act (PAPA) that was to take effect in January 2019. The PAPA Ordinance required that all animal welfare agencies operate under a “no kill” standard, meaning that all agencies must achieve and maintain a Live Release Rate of at least 90%. HSPPR did not support the Pueblo Animal Protection Act and had concerns that it would negatively impact the animals and people of Pueblo and put the safety of the community at risk. HSPPR truly believes animal welfare is more than just a live release rate. Unfortunately, Pueblo Animal Services was forced to close its doors on December 31, 2018, as the City and County of Pueblo selected a new provider to carry out animal law enforcement and sheltering services. Fortunately, this was short-lived as the incoming agency was not equipped to handle the volume of animals coming in the doors and HSPPR was re-granted the contract in April 2019. HSPPR is glad to be back in Pueblo to provide support to the community and animals and we look forward to reinstating various services and programs at our Pueblo location.

Initially established and run exclusively by volunteers, HSPPR still depends greatly on its volunteers and the generosity of concerned citizens. Although it faced many challenges in the beginning, HSPPR has grown into a dynamic organization that has pursued a goal of providing compassionate care and welfare for pets in our community for over 60 years.

MISSION

Humane Society of the Pikes Peak Region offers compassionate care to animals, supports safe communities, and provides socially conscious sheltering.

VISION

A compassionate community where animals and people are cared for and valued.

VALUES STATEMENTS

- **Compassion:** We are committed to treating animals and people with kindness, respect and compassion.
- **Stewardship:** We are accountable and transparent in our actions and in the use of our resources to build trust in those we serve.
- **Integrity:** We believe we can make the greatest impact by staying true to our mission, always doing what is best for the animals and people of our community and standing united in our decisions.
- **Excellence:** We are passionate about our mission, and strive for excellence through continual learning, innovation and the development of our Board, staff and volunteers.
- **Collaboration:** We seek strategic partnerships and alliances to advance the welfare and protection of animals and people.
- **Service:** We exist to serve our communities and operate with this commitment as front and center in all we do.

STRATEGIC GOALS

- **PEOPLE**

Employees and volunteers are engaged and motivated to deliver our mission, leading to satisfied customers, partners, and donors.

- **PETS**

By strengthening and expanding our educational, behavioral, veterinary, safety, and sheltering services, pets stay well and, in their homes, whenever possible.

- **RESOURCES**

We secure the sustained financial means and infrastructure needed to serve our communities and anticipate needs in the future.

PROGRAMS AND SERVICES

HSPPR has two equally important, separate functions. First and foremost, we are an **animal welfare organization** dedicated to caring for animals. Second, we concern ourselves with the wellbeing of animals and people in the Pikes Peak Region by acting as the **animal law enforcement agency** for the City of Colorado Springs, El Paso County, Douglas County and the City of Centennial. These services are provided to these governmental entities on a contract basis.

The following is a condensed list of our **programs** and **services**:

- **Shelter and Care:** Food, shelter, medical exams and treatment as appropriate for nearly 24,000 stray, abandoned and relinquished animals in 2022.
- **Spaying and Neutering:** In order to try to control the pet population in the Pikes Peak Region, HSPPR requires that every dog, cat and rabbit adopted through the shelter be spayed or neutered. With the addition of staff veterinarians, we are now able to ensure that every dog, cat and rabbit adopted from our facility is altered.
- **Owner-Requested Euthanasia:** If a person has a pet that can no longer enjoy a quality life because of behavior, old age, illness or injury, HSPPR provides euthanasia services at a modest fee.
- **Lost and Found:** Stray and abandoned animals are picked up by Animal Law Enforcement Officers or private citizens and brought into HSPPR. State law currently requires that a stray animal be held at the shelter for five days to give the owner a chance to claim them. On the sixth day, they become the property of HSPPR, may be evaluated medically or behaviorally, and may put up for adoption, go to Foster Care, or rescue.
- **Adoption:** Families in the Pikes Peak Region adopted over 11,500 animals from our organization in 2022 alone.
- **Animal Receiving:** If a family can no longer care for a pet, they may decide to bring them to HSPPR. The shelter will provide the animal with food and shelter and try to find a loving home for them. Owner-relinquished animals often have a good chance of finding a new home.
- **Animal Law Enforcement*:** HSPPR contracts with the City of Colorado Springs and Pueblo as well as El Paso County, Pueblo County, Douglas County and the City of Centennial to handle their animal control services. Animal Law Enforcement Officers handle animal-related citizen complaints and animal ordinance violations,

as well as picking up stray and injured animals.

- **Neglect and Abuse Investigation*:** Trained Animal Law Enforcement Officers investigate reported cases of neglect and abuse. Owners are prosecuted when conditions warrant and other interventions do not improve the situation.
- **Rescue and Emergency Service*:** Assistance to animals in immediate distress in designated areas of the community is provided 24 hours a day.
- **Licensing, Vaccinations and Bite Reporting*:** HSPPR manages the animal licensing and vaccination programs under their contracted jurisdictions. HSPPR is also responsible for reporting bite information to the Colorado Department of Health.
- **Community Education:** Information is provided community-wide on issues regarding responsible pet ownership and care, as well as laws and regulations about animal safety and welfare services for the Pikes Peak Region.
- **Youth Education:** Many school-age classes throughout El Paso County are provided an opportunity to incorporate a humane education program into their curriculum. Provided by HSPPR Youth Education staff and volunteers, the programs teach our community at a young age about responsible pet ownership. We also offer a week-long summer camp at our Colorado Springs location that provides more in-depth education on animal related issues, presented in a child-friendly format.
- **Community Resource Services:** HSPPR provides inexpensive euthanasia and cremation of ill or old pets, rents out humane traps for safely catching and transporting community cats, and serves as a resource for the community on animal welfare issues.

****The Cities of Colorado Springs, Pueblo, and Centennial, as well as El Paso County, Pueblo County, and Douglas County pay for a portion of these services through contracts for animal control services.***

ANIMAL CARE

HSPPR provides the following animal care services:

- **Medical and behavior evaluations:** Animals brought to the shelter are first placed into short-term holding so that they may be medically examined and behaviorally evaluated prior to housing them with other shelter animals. A veterinary technician or veterinary assistant will determine the general age and health of the animal. A professional animal behavior evaluator addresses the disposition of many of our dogs and cats.

If a volunteer feels that an animal needs attention regarding their health or disposition, please contact Volunteer Services Department Staff or another available staff person.

- **Inoculations:** Dogs four weeks of age or older, whether stray or owner-surrendered, are inoculated against canine distemper, adenovirus type 2, parainfluenza, canine parvovirus, and canine coronavirus (DA2PP) upon arrival at the shelter. They also receive the Bordetella vaccine. All cats over four weeks of age and one pound are inoculated for feline viral rhinotracheitis, feline calicivirus, and feline panleukopenia virus (FVRCP). All animals who are here two weeks later receive a booster.

All dogs and cats at least 4 months old receive a rabies vaccine prior to adoption; younger dogs and cats are

adopted out with a voucher to receive a rabies vaccine once they turn 4 months old.

- **Shelter and feeding:** Animals receive fresh food and water daily. Kennels and cages are cleaned continuously throughout the day. Animal Care staff consider animals' sex, health, disposition, and age when assigning them to a kennel and to determine whether they should be assigned a kennelmate.
- **Exercise and socialization:** Volunteer dog walkers exercise dogs in outdoor areas and cat volunteers play with cats using feather wands and strings. They work to socialize dogs, cats and small animals, as well as provide behavior modification for shy or fearful animals. Volunteers also groom dogs (and sometimes cats or rabbits) as needed. Volunteers provide enrichment for dogs, cats and small animals, which helps keep the animals from getting bored and reduces stress during their stay. Adopters are often more intrigued by animals that are playing with toys or interacting with people.

LOST AND FOUND PROCEDURES

Customers who have lost an animal should come to the shelter to look for their lost pet in the kennel areas first. If the animal is not at the shelter, a Lost Report should be filled out at the designated location in the lobby. It is important to make a careful visual check of each kennel on a daily basis and update the Lost Report, in person, every three days to keep the records current.

Customers who have found an animal should bring it to the shelter so as to give the owner the best chance to reclaim it. If they keep the animal at their home, they should visit our website and follow the Lost and Found Procedures to complete a Found Animal Report. Animals brought to the shelter have a much higher chance of being found by their owners.

ADOPTING A PET

When customers find an animal in the kennels that they may want to adopt, they speak to an Adoption Matchmaker or Customer Service Representative to determine if the animal is available for adoption. If the animal is available for adoption, the Adoption Matchmaker brings the adopters and the animal to a Visitation Room for a meeting.

During this time, the Adoption Matchmaker discusses members of the household who will be living with the pet, including children, what other animals are in the household, and the family's previous experience with animals to help determine if this animal is the right fit for their home. They discuss the general characteristics of the chosen breed and their suitability for the family's environment and lifestyle. They also discuss the costs associated with owning an animal as well as the need for all the family to be involved in the care of the animal.

If the people decide to adopt the animal, they complete the adoption application and finalize the adoption process with a Customer Service Representative.

HSPPR will not adopt animals for human or animal consumption.

Adoption fees – including the whole adoption package:

- spay/neuter surgery
- voucher for a free veterinary exam
- 30 days of free pet insurance
- vaccinations, including a rabies voucher for those adopted under 4 months of age
- microchip
- one year license

Adoptive families may return an animal if they are unhealthy or turn out to not be a good fit for the family to the shelter within 1 month of the adoption for a refund (less a handling fee). If an animal is lost shortly after adoption, the owner is asked to notify us at once and to fill out a Lost Report. The organization does not accept liability for medical costs incurred after adoption.

VARIABLE PRICING

Some animals are "variably priced", meaning that their adoption fee may be more expensive if they are a very popular breed, or less if they are older or have a condition that may make them less desirable. Animals that are variably priced higher than normal help to lower adoption fees on animals 8 years and older. The increase in fees on very popular pets also provides a financial legacy for shelter animals needing additional medical care.

HSPPR VOLUNTEERS

PURPOSE STATEMENT

The purpose of the Volunteer Services Department is to provide care for animals in need while engaging members of our community and supporting the staff in a meaningful and compassionate way.

THE ROLE OF VOLUNTEERS

As a nonprofit organization, the agency must make the best use of volunteers. We are fortunate that volunteers donate their time and energy to support all of HSPPR programs, including CART and Foster Care. Our volunteers start from the age of 12 and work in a variety of positions. Volunteers enable HSPPR not only to accomplish its work but also to grow as it helps thousands of animals in the region each year. Volunteers are one of our most valuable links with the community. However, just being willing to help is not sufficient.

In order to succeed as a volunteer, a person wishing to assist the agency must:

- Share the philosophy of the agency, and support and abide by HSPPR's policies and procedures
- Represent the agency in a positive, professional manner
- Make a commitment of consistency and honesty
- Possess skills which can make a meaningful contribution to the agency and its purposes
- Participate in ongoing training programs to expand their knowledge and to enhance productivity
- Honor the confidentiality of employees, other volunteers, and clients
- Treat all individuals with dignity and respect
- Be flexible, innovative, and responsive to change

BECOMING A SHELTER VOLUNTEER

The procedure to become a volunteer is as follows:

- Attend a Volunteer Info Night
- Attend a Volunteer Orientation
- Submit Volunteer Application, background check and volunteer fee as applicable*
- Attend the position-specific training session

Volunteers are required to pay a one-time fee* of \$30 per adult and \$20 per youth to be a shelter volunteer. CART volunteers are required to pay a one-time fee of \$20 per team member. This offsets the costs of your volunteer t-shirt and nametag, criminal background check (18 years and older), insurance, training materials, and administrative processing of running the volunteer program. This fee helps to ensure that the vast majority of our funding is spent directly on animal care and volunteer training resources as well as necessary supplies for emergency animal sheltering. Please understand that your volunteer fee is non-refundable and will be

considered a contribution to the shelter should you decide to forego volunteering.

HSPPR does not accept volunteers with a criminal record in relation to (1) any felony, (2) sexual or violent crimes, (3) theft-related crimes or (4) any neglect or cruelty within the last 7 years. HSPPR requires all persons applying to volunteer to state any past criminal record and reserves the right to conduct a background check on any volunteer, including a search of teen volunteers through the Sexual Offender Registry Public Website (with parental/guardian consent).

**This is not a current requirement for volunteers donating their time with our Pueblo shelter location but may become necessary in the future as we expand programs and volunteer support services.*

BECOMING A FOSTER VOLUNTEER

The requirements to become a foster volunteer is as follows:

- Submit a Foster Volunteer Application, background check and volunteer fee
- Complete a home visit, as legally required by the Pet Animal Care Facility Act (PACFA)
- View our online Foster Volunteer Orientation and complete an online quiz

BECOMING A CART VOLUNTEER

The requirements to become a CART volunteer is as follows:

- Submit a CART Volunteer Application, background check and volunteer fee
- Attend our CART Orientation and complete an online quiz
- Complete the required FEMA courses: ICS 100b and 700a
- Complete an in-person Safe Animal Handling class
- Attend the required meetings/trainings on a monthly basis**

***CART volunteers must attend 8 out of 10 yearly meetings. Lack of attendance to the required meetings could result in removal of membership on the CART team.*

The primary role of volunteers on the CART is to assist with the sheltering of both companion animals and livestock in the event of a disaster when called upon by the City of Colorado Springs or El Paso County officials, and to provide preparedness education to the public.

CART volunteers enable HSPPR to assist in responding to the needs of the community in the event of a disaster in the form of providing a safe shelter for animals to be housed at while they are displaced from their owners.

DIVERSITY AND INCLUSION OF VOLUNTEERS

As our mission states, we are working to be a compassionate community where animals and people are cared for and valued. HSPPR strives to have a diverse and inclusive population of volunteers and our program allows for participation, regardless of race, gender, political affiliation, class, education, geography, interests, disability, sexual orientation, age, culture, etc. We recognize that volunteering not only provides a chance to find and actively engage one's passion but that it also provides an opportunity to obtain skills that can be applicable to future employment or other life experiences. Additionally, we understand that volunteering is a tool for empowering people to fulfill their potential and contribute to social change.

Because of the nature of our work here at HSPPR, our bottom line and drive behind all policies and procedures is about the animals' wellbeing as well as those interacting with them. Regardless of one's physical, mental, or emotional ability, all decisions are directed in regards with safety in mind: safety for the animals, safety for the

volunteers and staff, and safety for the public. It is the responsibility of the Volunteer Services Department Staff to be sure that safety stays our priority. This is our main focus regardless of what any one person's skills or abilities are. Should a volunteer disclose a disability or illness that could potentially affect their volunteer duties, we will engage in a timely, good-faith, and interactive process with the volunteer to determine whether there is an effective, reasonable accommodation that will enable the volunteer to be successful in their volunteer position. Each accommodation is made on a case-by-case basis and is at the discretion of the Volunteer Services Department Staff and HSPPR.

BENEFITS

Volunteer "pay" comes in the form of intrinsic rewards:

- A rewarding use of time and talent to help animals in need
- An opportunity to make new friends who share similar interests
- An opportunity to become part of HSPPR
- Valuable work experience and satisfaction from a job well done
- An opportunity to earn a Volunteer Service pin and Service Increment pins
- The satisfaction of playing a key role in the success of HSPPR and its programs
- Knowing you are making a difference in the lives of each animal you may encounter

VOLUNTEER PET ADOPTIONS

It is the goal of HSPPR to create positive outcomes for animals through our life saving services and programs. At HSPPR, we strive to match adopters with appropriate companion animals based on our understanding of the clients' expectation for a pet and the animals' needs. With this in mind, we strive to create a match that will achieve these essentials for a successful adoption:

1. The match is best suited to the individual animal and family
2. The animal is afforded veterinary care
3. The social needs of the animal will be met
4. The animal will have a humane environment
5. The animal is respected and valued
6. The adopter is in good standing with local animal laws and licensing

Current active volunteers over the age of 18 may place a "choice hold" at no charge on an animal they are interested in adopting. The parent of an active youth or teen volunteer may also place a "choice hold" at no charge. Volunteers may adopt any animal currently available for adoption to the public, which does not have a choice hold. When an animal is relinquished by their family, volunteers may adopt the animal on intake before the animal is made available to the public. Friends of volunteers, family or household members are not eligible for this benefit. Foster volunteers and their direct family members are eligible to take advantage of this benefit. HSPPR will use the normal adoption procedure for all members of the public. Application for adoption should be given to the Volunteer Services Department Staff for review.

A 20% adoption fee discount will be offered to any active volunteer at the time of adoption. Adoption discounts will be offered only to staff members/volunteers who are adopting the pet into their immediate household. Friends or other family members are not eligible for this benefit.

OTHER HSPPR VOLUNTEER PET-RELATED BENEFITS

- HSPPR provides the privilege for volunteer pets to receive rabies, DA2PP, Bordetella and FVRCP vaccines at a reduced price of \$15 per vaccine. Volunteers should schedule appointments through the HSPPR website on the Veterinary Services page.

- Microchips are available to volunteers and should be scheduled as an appointment through our vaccination schedule. The cost is \$25.00 per pet to the volunteer.
- HSPPR encourages volunteers to consider pet insurance plans to cover unexpected accidents and illnesses. Pet First Pet Insurance offers a 10% discount on health insurance pricing to employees and volunteers. In financial hardship, volunteers can apply to Care Credit. Applications to Care Credit can be made online directly with the company. The Care Credit card can be used to cover out of pocket healthcare costs prior to seeking reimbursement and filing a claim with Pet First Insurance.

EXPECTATIONS OF VOLUNTEERS

Volunteers are expected to understand and adhere to the policies, philosophies, and procedures of HSPPR, and to advocate those policies, philosophies and procedures to the public any time they are representing HSPPR. Please refer all questions regarding policies and procedures to your immediate supervisor or the Volunteer Services Department Staff.

It is extremely important that you do not give out misinformation.

PRINCIPLES AND CODE OF CONDUCT

Employees & volunteers of the HSPPR Volunteer Services Department are expected to conduct ourselves in the following way:

1. Be inclusive.

We welcome, support, and encourage individuals of all backgrounds, perspectives, and abilities. We recognize the importance of the opportunity to engage volunteers within our community, to provide education, and help them grow as advocates. It is important for us to include animal lovers of all kinds as we truly understand that pets and people are just better together.

2. Be respectful.

Act in a compassionate manner that upholds the right of all volunteers, staff, and community members to be valued and treated with respect. Understand that this is a place of “we” and we cannot exist in that realm without mutual respect, support, and trust. We are to assume others have good intentions and are to be transparent and accountable for our actions by using open communication and addressing issues in a constructive manner.

3. Always strive for continuous improvement.

Pursue excellence by contributing to building each other up and being solution-oriented. Encourage those who need it and maintain a can-do attitude. Facilitate a compassionate, caring culture through the support of our mission to enhance collaboration and teamwork.

4. Practice empathy and understanding.

Remain unbiased and objective when interacting with staff, patrons, and other volunteers. Commit to outstanding service; avoid passing judgement and recognize that resources are not readily available to some pet owners. Understand that most want to do the right thing by the animal and may not possess the knowledge required to do so in a timely manner. Extend empathy and kindness in all situations, especially difficult ones.

5. Be flexible.

The world of animal welfare and shelter operations is constantly evolving. Show initiative and self-motivation by performing daily tasks with the utmost thoroughness and being prepared to adjust accordingly when things change suddenly. Demonstrate flexibility and adaptability by looking forward and focusing on the future. Keep in mind that we are always striving to do better and to be helpful to others by being selfless in our actions.

TREATMENT OF ANIMALS

Animals are to be treated kindly, gently, and professionally at all times.

VOLUNTEER COMMITMENT

Because volunteers represent the agency to the public, they should always display the following:

- Competence, dependability and satisfactory performance
- Courteous, polite and helpful treatment of the public, staff and other volunteers
- Compliance with all safety regulations and area animal control ordinances
- Compliance with the scheduling and attendance requirements

Although you are not being financially compensated for your services as a volunteer, you are expected to take the responsibility seriously and use the same attendance guidelines as you would for a paid position. Attendance is essential to the effective operation and production of our organization. You are an integral part of the organization and other people depend on you. Unreported absences and tardiness that are excessive in the judgment of HSPPR will not be tolerated and subject to disciplinary action up to and including termination of your volunteer service.

If it is necessary for volunteers to be absent from their shift due to illness, injury, or emergency situation, they must notify the shelter as soon as possible. Volunteers should contact their immediate supervisor, the department manager, and the Volunteer Services Department. If none are available, email or leave a voice mail message with a phone number where you may be contacted.

Should you need to take a leave of absence (up to 3 months), contact the Volunteer Services Department Staff. Be sure to let us know your expected return date to avoid inactivation.

SCHEDULING AND ATTENDANCE

Shelter Volunteers

Volunteers are expected to serve in their positions on a regular basis by meeting the requirements that are set forth in position descriptions.

Volunteers are asked to commit to a weekly schedule for at least 2 - 3 hours per week or up to 8 hours per month, depending on role and shelter location. As an organization that relies heavily on volunteers, we cannot provide the best possible care for the animals when we do not know when volunteers are coming, which is why a schedule has been set in place for almost every volunteer position.

Please communicate any concerns or issues regarding your volunteer schedule. When you cannot make your shift, it is preferred that volunteers use MyImpactPage.com, our online volunteer portal, to make temporary adjustments to their schedule. Please contact the Volunteer Services Department in regard to a permanent schedule change.

If a volunteer misses their shift without notifying the shelter, they may be contacted by the Volunteer Services

Department to see if everything is alright. If a volunteer misses their shift for 3 or more consecutive weeks without notifying the shelter, they will be removed from the schedule, thus allowing for other volunteers to help fill the void.

General Guidelines

- Cancellations/schedule changes: If a volunteer is unable to honor a scheduled commitment, the volunteer MUST notify his supervisor, or the Volunteer Services Department, as soon as possible.
- Logging hours: All volunteers maintain their own volunteer hour records electronically. Each time volunteers serve the shelter, they should sign in and out on the check in/out computer in the Volunteer Room or Area. If volunteers do work off-site, such as special projects like sewing, volunteers need to record those hours and turn them into the Volunteer Services Department Staff to be entered in manually.
- Always perform tasks as trained.
- Report any concerns to appropriate staff.

Foster Volunteers

Foster volunteers are expected take an animal/litter at least once every 6 months to remain active within the program. This helps us to know that fosters are up to date on protocols and changes, even though we are sending out regular updates via email; or are at least staying in good communications with Foster Care staff so we know what their intentions are. Foster volunteers who have extended absences from the program may be required to attend refresher courses or other training in order to be eligible to foster again.

CART Volunteers

CART volunteers are required to attend 8 of 10 monthly meetings in a year, and 1 out of 2 training exercises per year. Exercise participation includes attending any preparatory meetings, trainings, or events, such as any trailer organization/inventory days, practice drills, or pre-exercise briefings. This is to help ensure that all CART volunteers are equally participating in the necessary responsibilities needed in order for the CART program to be successful. After Action Review meetings are not mandatory; however, attendance is highly encouraged due to the valuable feedback and learning opportunities that training exercises provide.

CART Volunteers are strongly encouraged to seek regular hands-on experience with either companion animals, livestock, or both. Due to the nature of this position, it is imperative that CART volunteers attend regular trainings and meetings so that they are properly educated and trained due to the fact that the CART could be activated at any moment.

Please communicate any concerns or issues regarding your volunteer schedule. If you cannot make the monthly meetings, please communicate this information to the CART Program Manager.

If a volunteer cannot complete the required monthly commitment without notifying the shelter, they may be contacted by the CART Program Manager to see if they are still interested in participating as a team member. If a volunteer misses required meetings/trainings for 3 months or more without contact to the CART Program Manager, they may be subject to removal from the CART.

General Guidelines

- Cancellations/schedule changes: If a volunteer is unable to honor a scheduled commitment, the volunteer MUST notify the CART Program Manager, or the Volunteer Services Department, as soon as possible.
- Always perform tasks as trained.

- Report any concerns to appropriate staff.

HOLIDAYS AND INCLEMENT WEATHER

The animals in our care need attending to 365 days a year, which means we are here each and every day. The shelter does close for adoptions and surgeries for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Even though we are closed for adoptions and surgeries, all other functions of the shelter still occur on those days. The shelter typically closes early those days and volunteers will be notified of these changes. Volunteers are welcome to take the holiday off or attend their shift as normal.

At times, emergencies such as severe weather, fires, and power failures can disrupt HSPPR's operations. In extreme cases, these circumstances may require the closing of our facility. If such an emergency occurs during nonworking hours, HSPPR will contact local radio and/or television stations to broadcast notification of the closing. Volunteers may also call 1-888-314-7199 or 719-694-5460 for information.

If you do not hear a current date or update for the current day on the voicemail, HSPPR will be operating as usual. Due to the nature of the CART team, should an emergency arise on any given holiday where sheltering assistance is needed, the CART team will be activated.

DRESS CODE

HSPPR wishes to maintain a professional atmosphere in order to welcome our customers, vendors and other visitors into our business. Volunteers are expected to present a neat, professional appearance at all times. The future of our organization is totally dependent on our ability to keep our customers satisfied. Whether or not your position responsibilities place you in direct contact with the public, you represent the organization with your appearance as well as your actions. A properly attired volunteer helps create a favorable image for the organization to the public as well as employees and fellow volunteers. For this reason, standards have been established.

HSPPR does require that volunteers wear their volunteer shirt or purchased HSPPR merchandise (must include HSPPR logo) while working at the shelter or at an offsite event. CART t-shirts are required to be worn for team trainings and are mandatory for identification purposes when responding to a disaster, including hoarding cases. The following are guidelines when considering the remainder of your volunteer attire:

- Long pants are required. Some volunteer positions permit wearing shorts/capris at your own risk. However, shorts must not be excessively short. Good rule of thumb would be mid-thigh or longer. Skirts are not appropriate attire for the shelter environment.
- Closed-toe shoes are required, regardless of volunteer position; preferably water- and slip-resistant. Clogs, high heels or "elevated" shoes, Crocs, flip flops, slippers, open-toe sandals, etc. are not considered safe or appropriate shoes to wear at the shelter. If you do not have proper shoes on, you may be asked to skip your volunteer shift for that day.

Please be aware that some volunteer positions come in contact with chemicals, either directly or indirectly. These chemicals could stain your clothing so please consider this when choosing your attire. Smocks are available to help keep volunteers' clothing from getting too dirty and to help minimize bringing infectious diseases home to pets.

Each volunteer is given a volunteer badge with their identification on it. Nametags are required to be worn during every volunteer shift. If you misplace your nametag, please see the Volunteer Services Department Staff for a replacement. Nametags are to be worn at chest height or clipped to your shirt collar. Nametags may not be worn clipped to the bottom of shirts, where they can easily get knocked off.

Additional shirts with the HSPPR logo and "Volunteer" will be available for purchase at a modest cost to the volunteer several times throughout the year. Be on the lookout for these.

COMMITMENT TO A TEAM CULTURE

Our volunteers could never be thanked enough for all their tireless efforts toward the animals in our care at HSPPR. We understand that it can be a tough position and that each person puts so much of themselves into their time here. Everyone dedicated to this organization gives so much; this includes volunteers and staff.

Sometimes it can be hard to see the "big picture" and we can get so focused on our specific duties that we forget that it is just a small piece of a big puzzle. It is important to keep in mind that when you are interacting with someone doing a different position, that just because you might not understand their part of the puzzle does not make it any less important. This includes staff. It is the expectation of HSPPR that our staff treat all volunteers that are here, regardless of reason, with the patience, courtesy, and respect that they deserve. It is also the expectation of HSPPR that our volunteers reciprocate these standards. Staff members may provide suggestions and comments directly to volunteers and may evaluate volunteers' suitability, effectiveness, and efficiency to which they are to discuss this with the Volunteer Services Department Staff before any decisions are made regarding a volunteer's position or status.

Additionally, it is the expectation of HSPPR volunteers to treat one another with that same patience, courtesy, and respect. We have nearly 900 volunteers here at HSPPR and often have 50+ coming in each day. That is A LOT of different personalities and working styles. It is important that we all make every effort to work together smoothly and respectfully. Treat your fellow volunteers as you would like to be treated by them. All of our volunteers are here because they want to give to the animals. No one should ever leave feeling upset by their time here because of how someone else has treated them.

We are so happy to have all of our volunteers as part of our HSPPR family and truly appreciate the help they provide in making this an enjoyable place for all of us to spend our time. Each person makes a big difference here, maybe a bigger difference than even one may realize, not just to the organization but to the animals as well.

ELECTRONIC COMMUNICATION

Communication is a key tool to disseminating important and necessary information to our volunteers to ensure that they stay current on protocols, procedures, successes, challenging, changes, etc. Due to the large volume of volunteers at HSPPR, most communication is done via email to help us be sure that all volunteers are receiving the same information in a timely manner. Therefore, it is necessary that volunteers make it a point to check their given email on a routine basis to be sure that they are not missing critical information or updates. Not doing so will not change the delivery method that staff uses. However, a staff member may contact you via phone if the matter is urgent or time sensitive.

While the Volunteer Services Department staff is likely to contact you through email, you may choose to contact them in return by phone call, email, or in person. It is worth noting that email may be the way to receive the quickest response as staff may have access to email if at trainings or meetings offsite whereas phone messages may not reach staff right away. Furthermore, it is encouraged to use the Program distribution lists as those go to all staff members involved with the program instead of one individual. Pending vacations or other absences, the individual staff member may not be able to provide a timely response when needed. Using the distributions lists allows for communication to be received and addressed accordingly.

Colorado Springs Shelter Volunteer Program: Volunteer@hsppr.org

Pueblo Shelter Volunteer Program: PuebloVolunteer@hsppr.org

Colorado Springs Foster Care Program: Foster@hsppr.org

Pueblo Foster Care Program: PuebloFoster@hsppr.org

Education Program: Education@hsppr.org

CART Program: Cart@hsppr.org

We want you to feel informed about what is happening in the program, which means you'll receive volunteer updates at a minimum of once per week. You can expect to receive a weekly email, entitled the "Critter Twitter" regarding shelter operations, changes, statistics, position openings, etc. This short email will provide quick updates and will be in your best interest to take the time to read so that you stay in the loop and receive information that is pertinent to you and your volunteer experience.

TEXT MESSAGE NOTIFICATIONS

HSPPR also uses a text alert system to communicate with staff and volunteers during emergency situations, such as a building lockdown or weather-related event. This information is relayed once you have approved text messages to be sent to your phone through your volunteer portal.

Text messages you receive from HSPPR will appear as a random phone number. You will not be able to respond to the text messages so if you need to reply, please contact the Volunteer Services Department by email or phone. Since the messages are limited on characters, you will receive further instructions, if need be, within the text message.

To begin receiving text messages, you will need to sign into your volunteer portal in order to opt-in. Once you have logged in, go to "My Profile", select "Contact Information" and then scroll to the "Text Messaging" section. Check the box "I want to receive text messages on my cell phone". In the "Cell Phone Number" field, select the country from the drop list and enter your mobile telephone number (the country will typically auto select based on the number you enter). Click the [Save] button. Be sure to take into consideration that your normal text and data rates will apply.

Please note that YOU must be the one to opt-in as you must agree to the terms and conditions; the Volunteer Services Department Staff do not have access to do this for you, as per the program. Any of the Volunteer Services Department Staff are happy to help walk you through it if you need help.

USE OF ELECTRONICS WHILE VOLUNTEERING

In today's modern world, it is understood that most people possess a cellular phone, portable gaming devices, and other handheld electronics. The use of personal electronic devices must be limited while volunteering to alleviate distractions and to enhance safety. Personal electronic devices are defined as, but not limited to, cellular or two-way phones, audible pagers, tablets, and handheld gaming systems.

Please refrain from using personal electronic devices during volunteer hours and in the kennel areas. This is particularly important when you are handling animals – focus on what you are doing! This is for your safety, the safety of the animals, and the safety of others. We understand the occasional need to take or make phone calls, respond to a text message, or email. If this need arises, be sure to not use your phone while handling animals. Please do so in proper areas only, e.g., the Volunteer Room or Area, the break room, or outside. Please keep your conversations brief. Use of devices to take photos while you are volunteering is permitted.

It may be necessary to use these devices during large events to contact another volunteer or staff person, look up or share information, etc. It is understood that this may need to occur in order to communicate effectively.

USE OF COMPANY TELEPHONES, OFFICE EQUIPMENT AND SUPPLIES, COFFEE, WATER AND RESTROOMS

In emergencies, volunteers may receive calls at 719-473-1741, option 1 for the Colorado Springs shelter location, or 719-544-3005, option 2 then option 3 for the Pueblo location. To make a call from an organizational phone, dial "9" first for an outside line.

Computer usage is limited to shelter-related activity, such as data entry, photography loading, etc. Limited personal use of our technical resources (i.e., checking basic email accounts) may occur during non-busy hours, such as at the end of the day. Shelter business must always be a priority.

Because extensive personal use can dramatically slow down our network and disrupt our ability to do business, volunteers are not permitted to stream or download music, videos, or movies; visit social network sites; or play recreational games at any time.

Volunteers may use the copier for agency purposes while on duty. Please check with staff for assistance. Volunteers are welcome to help themselves to coffee and water anytime. Restrooms are located throughout both locations.

PARKING

Volunteers are asked to park anywhere on the west side of the building, including behind the gate where the employees park. Any parking spaces marked as "VISITOR" are not to be used by volunteers or staff.

CONFIDENTIALITY

All HSPPR records and information about HSPPR, its employees, volunteers, customers, suppliers and vendors are to be kept confidential and divulged only to individuals within the organization with both a need to receive and authorization to receive the information. You may have access to confidential information as a volunteer.

Confidential information includes but is not limited to: information regarding animals in the care of HSPPR, donors; customers; staff and volunteers (including their names, addresses, phone numbers, or email addresses), internal memos; information on animals not currently available for adoption, the final disposition of an animal; financial information, strategies, practices, agreements with other organizations and any other information deemed for internal purposes only.

Volunteers must agree to not directly or indirectly disclose or use for their benefit or the benefit of any other person or entity other than HSPPR any such confidential information. Additionally, documents or records containing or reflecting confidential information prepared by or provided to volunteers, and all copies, in any medium, are the property of HSPPR. Volunteers are not to use any of HSPPR's property for any purpose not related to the performance of their duties.

SOCIAL MEDIA AND PERSONAL WEB SITES/BLOGS

Personal web sites and web logs (blogs) have become prevalent methods of self-expression in our culture. HSPPR respects the rights of our volunteers to use these mediums during their personal time. If you choose to identify yourself as a volunteer of HSPPR on a web site or web log, you must make it absolutely clear to readers that the views expressed are yours alone and that they do not necessarily reflect the views of HSPPR. You must also follow numerous policies (*Note: see Standards of Conduct and Confidentiality*).

Volunteers may choose to take photos of the animals in the shelter they have worked with or foster animals for their own personal keepsake. Volunteers may decide to post these on their social media page, such as Facebook, Twitter, etc. This is a great way to expose animals to potential adopters and volunteers are encouraged to share with their families, friends, co-workers, etc. However, volunteers may not post pictures of unavailable animals, stray animals, injured animals, court hold/protective custody animals, or any other animal that is not available for adoption. Animals that are in foster care are NOT available for adoption, unless the foster animal is a part of the Adoption Ambassador program. If a photo of an unavailable foster animal is posted on a social media page by HSPPR, then volunteers are welcome to share that post as it has been approved by the HSPPR Communications Department. Foster volunteers are welcome to share photos of their foster animals on the "HSPPR Volunteers" closed Facebook group for review to be posted on our social media sites.

In the event of a disaster, there is no exception regarding this policy of animals which are being housed at a temporary shelter assembled by the CART team.

In regard to volunteer photography for HSPPR: All photographs and/or motion picture or videotape and/or audio recordings taken while at HSPPR, of any HSPPR property, or an HSPPR event, may be used by HSPPR, its assignees, or successors, in whatever way they desire, including television, print, and electronic media. Such photographs, films, files, recordings, plates, and tapes are the property of HSPPR and they shall have the right to duplicate, reproduce, and make other uses of such materials as they desire free and clear of any claim.

BRINGING YOUR PETS TO YOUR VOLUNTEER SHIFT

Due to safety, stress, and the overall shelter environment, volunteers may not bring their own pets to their volunteer shifts, including events such as Pawtoberfest or Happy Tail Happy Hours as a volunteer on duty. While here at HSPPR, volunteers are asked to focus on their duties and be able to assist the staff as needed.

In addition to this, volunteers may not bring in their personal pets to be examined by an HSPPR veterinarian nor may they inquire about care or medical services from the HSPPR veterinarians. While it is convenient to have access to knowledgeable professionals here at the shelter, their focus is that of the animals in the shelter and providing the specialty service of Shelter Medicine. If you are need referral for veterinarian services, please see the Volunteer Services Department Staff, Director of Veterinary Services, or Customer Service Manager.

The only exception to this procedure is if you sign up as a Pikes Peak Pup volunteer with your dog as part of our Youth Education programs. In this program, you and your dog can join a Youth Education staff member or volunteer at a school for an education program to allow students an opportunity to meet with a safe and friendly dog. In order to participate in this program, your dog must pass an evaluation from your personal vet, a behavior evaluation done by HSPPR staff, as well as sign a release wavier. For more information or to sign up for this program, please contact the Youth Education Manager.

FRIENDS AND FAMILY OF VOLUNTEERS

Volunteer may not bring friends and/or family along for their volunteer shifts. Anyone interested in volunteering must attend the orientation and appropriate trainings to ensure that they are able to keep themselves and the animals safe. Current volunteers who are interested in having their family and/or friends see the shelter may provide them a tour in the public areas during adoption hours. Tours in the back of the shelter or in the kennel areas are not permitted for safety and liability purposes.

ALCOHOL- AND DRUG-FREE WORKPLACE

HSPPR is committed to a safe, healthy, and productive work environment for all volunteers, free from the effects of illegal or non-prescribed drugs and alcoholic beverages. Use of drugs, including marijuana, and alcohol alters volunteer judgment resulting in increased safety risks, injuries, and faulty decision making. Therefore, the possession, use, sale of controlled substances or alcohol on HSPPR premises or during volunteer time is prohibited. This includes consuming alcohol during a volunteer shift at an event where alcohol is present, such as Pawtoberfest, Happy Tail Happy Hours, etc. Furthermore, volunteers must be cognizant of their attire while attending an event that is either sponsored by HSPPR or HSPPR is present as a vendor. Wearing clothing that identifies you as an HSPPR volunteer while consuming alcohol could present a misconception from that public that you are serving as a volunteer while intoxicated. Your conduct while representing the organization is imperative to providing a positive image in the community. It is recommended to have a change of clothing available so that you can participate in event festivities in its entirety.

No smoking is allowed in any of the buildings. Designated smoking area are available at each location.

VIOLENCE-FREE WORKPLACE

HSPPR is committed to preventing workplace violence and to maintaining a safe work environment for staff and volunteers. HSPPR has adopted the following guidelines to deal with intimidation, harassment, threats, or acts of violence that may occur upon any HSPPR property or workplace.

HSPPR strictly prohibits intimidation, harassment, threats of violence or acts of violence against persons or property upon HSPPR property or in a workplace. All staff and volunteers should be treated with courtesy and respect at all times. Weapons, including firearms, and other dangerous or hazardous devices or substances, are prohibited from the premises of HSPPR. Law Enforcement Officials authorized to carry a weapon are excluded. Conduct that threatens, intimidates, or coerces another volunteer, HSPPR employee, a customer, or a member of the public will not be tolerated and is strictly prohibited. All threats or acts of violence, both direct and indirect, should be reported as soon as possible.

Anyone determined to be responsible for threats or acts of violence, or other conduct that is in violation of these guidelines, will be subject to prompt disciplinary action up to and including discharge.

SEXUAL HARASSMENT

HSPPR strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of volunteer status.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's volunteer status.
- Such conduct has the purpose or effect of substantially interfering with an individual's volunteer performance or creating an intimidating, hostile or offensive work environment.

All volunteers are always expected to conduct themselves in a professional and businesslike manner. Conduct that may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging and brushing up against another's body.

PROBLEM SOLVING PROCESS

Volunteering is not always easy. The very nature of our work can be stressful. HSPPR encourages open communication between volunteers and the staff through an Open-Door policy. Our goal is to maintain a working environment that allows for individual initiative and provides opportunities for personal growth and advancement. We want to provide open communication lines up and down the organization.

The HSPPR Volunteer Services Department strives to be attentive and responsive to volunteer concerns. The process set forth below will be used to try to resolve specific volunteer-related problems or complaints that volunteers may have. The Volunteer Services Department wants you to feel comfortable identifying problems and working on solutions. Resolving problems promptly is usually best for all. When working on a solution, we recommend that you take the following steps:

- 1) First, every effort should be made to resolve conflicts between involved parties directly.
- 2) If the conflict is still unresolved, the volunteer should report the problem to their program coordinator or to a member of the Volunteer Services Department within 10 days of the incident. At that time, a meeting will be scheduled if the issue cannot be immediately resolved by the program manager/coordinator or Volunteer Services Department Staff. The program manager/coordinator or Volunteer Services Department Staff will try to help clarify your concerns and work with you on some possible solutions. If the problem involves unprofessional or illegal behavior, HSPPR will investigate as appropriate and respond to you as soon as possible. The investigator will report the results of the investigation in an appropriate manner, depending on the circumstances.
- 3) If the conflict is still unresolved, the volunteer may submit the problem in writing to HSPPR's President/CEO who will look into the matter and respond to you as soon as possible. The decision of the President/CEO is final.
- 4) HSPPR has a zero-tolerance policy for: abusive behavior toward animals, physical or verbal abuse of any staff member, volunteer, or client, and disregard for rules and regulations. A violation of these policies may result in immediate termination as a volunteer.

Not every problem can be resolved to everyone's total satisfaction, but through understanding and open communication we hope to develop mutual confidence and trust. Volunteers will not be penalized or retaliated against for bringing their volunteer-related problems or complaints to the attention of the Volunteer Services Department. HSPPR will attempt to resolve differences of opinion and disagreements as informally as possible. It is our intent to create a positive climate in which integrity, trust, and respect are evident.

PERSONAL DATA CHANGES

It is the responsibility of each volunteer to promptly notify their manager/coordinator or the Volunteer Services

Department of any changes in personal data. Mailing addresses, telephone numbers, e-mail addresses, individuals to be contacted in the event of an emergency, and other such information should be accurate and current at all times. If any personal data has changed, please update using your volunteer portal or by notifying the appropriate Volunteer Services Department Staff. An annual reminder may occur to update your personal information. Access to the information contained in volunteer personnel files is restricted to those with a need to access such information, including but not limited to: Volunteer Services Department Staff, department managers, and designated trusted volunteers.

VOLUNTEER LETTERS OF REFERENCE REQUEST

HSPPR staff are not permitted to provide professional letter of reference or recommendation. However, staff can provide you a letter, documenting your start date, hours served, and positions held as well as a summary as to why those positions are important and the impact they have on the organization. Historically, these letters have sufficed to meet the need of the volunteer's request. Should you desire to have one of these letters written, please submit your request to the Volunteer Services Department Staff and allow for at least 5 business days for completion.

ANIMAL CARE AND HANDLING

Ensuring and promoting the humane treatment and proper care of animals is every individual's responsibility. No matter what your position, position title, or department, our animals depend on you.

If your regular duties include working directly with our animals, you will be given training in proper care and humane handling. You are responsible for following those procedures at all times.

If your position does not require direct animal care, you will need specific authorization and/or training before you handle, feed or approach an animal. It's important to understand individual needs and requirements so you do not inadvertently cause harm to an animal or yourself.

We also understand that our volunteers are here because they love animals and want to help animals in need. There are times when our emotions become heavily involved and we become attached to an animal. It is to be understood by staff and volunteers that HSPPR does everything they can to do what is best for the animals, as well as our community, whether that is adoption, foster care, transferring to another organization/rescue, or euthanasia. It is perfectly normal and acceptable to not agree with the decisions made regarding the outcome of an animal. However, we ask that everyone trust and respect the decisions made by the Shelter Management Staff. With that being said, under no circumstances are volunteers to contact any rescue group, including All Breed Rescue and Training, or any other group to bring an animal to their attention. This is a responsibility of specific shelter staff.

Some animals may be appropriate for rescue and some may not. You are more than welcome to provide suggestions or share information with the Shelter Management Staff to assist in placing an animal. The Volunteer Services Department Staff can help put you in contact with these staff members.

ACCIDENTS

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor, program manager/coordinator, or Volunteer Services Department Staff. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of volunteer service.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify the Volunteer Services Department or the appropriate supervisor. **Accident Reports and Bite Reports must be filled out before leaving the shelter or the facility where the injury took place.** This is mandatory to ensure that you are protected and that you receive adequate coverage if issues from the injury arise later on. If there is no documentation of it on file, then we cannot guarantee that HSPPR's supplemental volunteer insurance will cover any associated costs.

We recommend that volunteers have a current tetanus inoculation. Also, due to the inherent possibilities of infectious diseases among some shelter animals, it is very important that all pets of volunteers be current on all their vaccinations. Please check with your veterinarian for the types and frequency of vaccinations.

INSURANCE

Volunteers are urged to maintain their own personal automobile, homeowners/renters, liability, and medical insurance. Each volunteer is advised to check the status of their insurance to determine their coverage during volunteer service.

HSPPR provides accident coverage for accidents volunteers may incur during their service here. The accident insurance plan is designed to cover all registered participants of the policyholder while they are engaged in policyholder sponsored and supervised activities. The plan will reimburse claimants for eligible expenses which are not payable by your healthcare plan or any other insurance plan providing reimbursement for medical expenses. Therefore, prior to filing a claim against the accident insurance policy, you must first file the claim with your own healthcare plan.

Volunteers using their personal motor vehicles while on HSPPR business must comply with the minimum coverage required by the State of Colorado's compulsory insurance; consequently, volunteers may be asked to provide verification of automobile insurance coverage and a current driver's license. Volunteers are permitted to deduct, for state and federal income and corporate tax purposes, the mileage allowance for charitable contributions as determined by the Internal Revenue Service.

KEY CARDS (COLORADO SPRINGS ONLY)

To provide for the safety and security of employees, volunteers, the animals, and the facilities at HSPPR, shelter volunteers will be issued a key card during their first volunteer training to use to gain access to the building for their volunteer activities. These key cards are only to be used in relation to authorized HSPPR volunteer activities and not for personal benefit, such as being in the building outside of operating hours to visit animals, give tours to unauthorized patrons, etc. Key card usage is tracked through our security system.

Issued key cards are property of HSPPR and should be returned to HSPPR if a volunteer chooses to terminate their services. If the key card is not returned within 7 days or a volunteer is dismissed by the organization, key cards can and will be inactivated by HSPPR and will no longer work on the designated keypads.

Key cards will be issued as one per household/volunteer team. Additional key cards or replacement for lost key cards can be purchased for \$5. Please report lost key cards immediately so that the key card can be inactivated to prevent further use by an unauthorized person.

For liability reasons, key cards are not to be kept in the same holder as HSPPR nametags. Additionally, key cards are not to be labeled with any classifying information related to HSPPR, such as organization name, address, phone number, website, etc., that could identify it as an access point to HSPPR. Be sure to speak with the Volunteer Services staff with questions or concerns.

INACTIVATION, DISCIPLINE, AND DISCHARGE

A volunteer's conduct is a major factor affecting the health and growth of the shelter. It is also an important aspect of the organization's image within the community.

If a volunteer is no longer able to fulfill their duties, they are to inform their program manager/coordinator or Volunteer Services Department Staff as soon as possible.

Volunteers who have not volunteered at the shelter, fostered an animal, or have not been in attendance to mandatory CART meetings/trainings for more than 90 days may be inactivated to help keep our files current and up to date. Therefore, it is imperative that volunteers keep us informed regarding their status.

In addition, when volunteers do not come in, stay in contact, or attend required CART meetings/trainings consistently, it's easy to forget things and not be up to date on protocols and procedures. It becomes a safety issue for both the volunteers and animals.

Volunteers may be inactivated with or without notice by the program manager/coordinator or Volunteer Services Department Staff. Volunteers may be reactivated at the discretion of the program manager/coordinator or Volunteer Services Department Staff and may be required to complete a refresher course, or state required home inspection for fosters, before returning to their volunteer position.

When management finds a volunteer's performance is unsatisfactory or a volunteer's conduct is unacceptable, disciplinary action may be taken. The discipline may range from informal discussion with the volunteer to immediate discharge, depending on the organization's opinion of the seriousness of the situation. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

EMERGENCY ACTION PLAN

Below are the procedures as set by HSPPR for emergency lockdown at the shelter or evacuation of the building.

When volunteers are at the shelter, they are responsible for not only clocking in/out on the computer for electronic recording of hours, but they are also responsible for manually signing in/out on the daily printed manual timesheet that is located next to the sign-in computer.

The manual timesheet is used strictly for emergency purposes when there is not time to look up attendance information in the computer to see which volunteers are in the building. In the event of an evacuation, the manual timesheet is what will be used to ensure that all volunteers in the building have exited safely. Failure to sign in on the manual timesheet could result in staff not knowing that you are in the building, thus potentially putting your safety at risk. This is especially true if you are in a part of the building where high noise levels do not allow for you to hear the alarm. Failure to sign out on the manual sheet puts the staff at risk who are looking for you when you are, in fact, no longer on the premises.

Volunteers are also responsible for ensuring that their contact information, including phone numbers and emergency contacts, are current and kept up to date on their volunteer portal.

In addition, the HSPPR emergency evacuation plan signifies a "people-first" approach. As animal lovers ourselves, we understand how difficult it can be to leave animals in an emergency situation. However, you must understand that you would be putting not only yourself but others at risk trying to evacuate an animal during this type of situation. You must also remember that animals are going to react differently in a situation, such as

a fire, than they normally would. This means that the dog or cat you have grown fond of due to their social demeanor could act aggressively towards you out of fear. HSPPR has an animal evacuation plan in place at the point it is determined the building is safe for the animals to be removed. The purpose of the Animal Evacuation Plan is the structured and safe removal of the animals from the building, loading into transport vehicles and delivery to an offsite sheltering location. The availability of staff and volunteers will dictate how animals are evacuated and will require everyone working together to save as many lives as possible.

Shelter in Place (lock down):

A physical threat to the people within the facility from a known or unknown person or persons could require lock down. If it becomes necessary to lock down the facility to protect those already in the building from the outside threat, staff will notify those in the building via the paging system. Everyone should find a safe office or room in each area without windows, whenever available, and locking door to hide in. The highest-ranking staff member or designee must ensure all staff and public are aware of the threat, directed to a safe area, and assist with maintaining a calm atmosphere. No one should leave the safety of lockdown until police or other official has announced an all clear.

If you hear a fire alarm or are told to evacuate:

1. Immediately evacuate the building via the shortest and safest route (maps showing the nearest exit in case of an emergency are located in all major hallways). Do not take personal belongings or animals with you. If you have a dog with you outside of his kennel, such as out on a dog walk, take him to the meet-up spot. Cats should be contained in carriers and left in place. Do not bring the cat outside with you.
2. If there are members of the public or injured people, assist them to the designated meet-up place.
3. If you notice smoke, use an alternate escape route.
4. Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternate escape route. Check paths for safety before proceeding and close doors behind you.
5. Crawl low if you must go through smoke.
6. Once outside the building report to Volunteer Services Department Staff at the southwest corner of our parking lot by the Humane Society of the Pikes Peak Region sign.
7. If you suspect that someone is missing or trapped, contact the emergency personnel outside the building.
8. If you are trapped during a fire emergency, close all doors between you and the fire. Stuff cracks around the doors to keep out smoke. Wait at a safe window and signal/call for help. If there is a phone in the room, call 911 and tell them exactly where you are.
9. Stop, Drop and Roll if your clothing catches fire.
10. Follow the directions of fire and police personnel and the Volunteer Services Department Staff.
11. Never re-enter the building to save your personal belongings or animals.
12. Stay calm.

If you discover a fire or chemical spill:

1. Leave the fire or spill area and close the door to the area.
2. Sound the alarm by voice and if the evacuation is for a fire, activate Fire Alarm Pull Box (locations are indicated on emergency exit maps in all major hallways).
3. Immediately evacuate the building via the shortest and safest route (maps showing the nearest exit in case of an emergency are located in all major hallways). Do not take personal belongings or animals with you.
4. If there are members of the public or injured people, assist them to the designated meet-up place.
5. If you notice smoke, use an alternate escape route.
6. Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternate escape route. Check paths for safety before proceeding and close doors behind you.
7. Crawl low if you have to go through smoke.

8. Once outside the building, report to the Volunteer Services Department Staff at the southwest corner of our parking lot by the Humane Society of the Pikes Peak Region.
9. If you suspect that someone is missing or trapped, contact the emergency personnel outside the building.
10. If you are trapped during a fire emergency, close all doors between you and the fire. Stuff cracks around the doors to keep out smoke. Wait at a safe window and signal/call for help. If there is a phone in the room, call 911 and tell them exactly where you are.
11. Stop, Drop and Roll if your clothing catches fire.
12. Follow the directions of fire and police personnel and the Volunteer Services Department Staff.
13. Never re-enter the building to save your personal belongings or animals.
14. Stay calm.

******* Attempt to extinguish with portable fire extinguisher ONLY if the evacuation has already begun, the fire department has already been called, you do not put yourself or anyone else in danger, the fire is very small and contained, AND YOU HAVE BEEN TRAINED ON HOW TO OPERATE A PORTABLE FIRE EXTINGUISHER. *******

Evacuation Routes

The following map shows the meeting place where it is safe to gather at the front of the facility. All employees, volunteers and members of the public should use the closest and safest route out of the building. Always touch closed doors with the back of your hand to test for heat, if the door is hot, exit using a different evacuation route.

The Volunteer Services Department Staff is responsible for grabbing the manual timesheet prior to leaving the building and is responsible for ensuring all volunteers are accounted for. Phone calls will be made to volunteers and/or their family members if/when unaccounted for.



Colorado Springs location



Pueblo location

THE CART PROGRAM

The Community Animal Response Team (CART) came under the control of the HSPPR after the Waldo Canyon Fire, when City of Colorado Springs and El Paso County Officials realized that they may not have the training and resources readily available to handle large scale animal sheltering efforts. This is when the Humane Society of the Pikes Peak Region was asked to take over the Community Animal Response Teams, while working in conjunction with the City of Colorado Springs and El Paso County to coordinate emergency management. HSPPR has a memorandum of understanding with both the City of Colorado Springs and El Paso County in which it is agreed that HSPPR will shelter animals of individuals evacuated or found stray animals in the event of a disaster.

During the Black Forest Fire, HSPPR housed animals at the shelter and assembled 2 offsite temporarily shelters. All together roughly 1,200 animals were safely housed. Over 100 volunteers put in 1000+ hours to assist in the sheltering and care of these displaced animals. CART has also responded to numerous smaller scale disasters within El Paso County and Pueblo County over recent years.

VISION

Our vision is a community prepared to support animals in a disaster. CART is a volunteer-based team that provides professional preparedness, response and recovery, resources, and community education to ensure the health and welfare of animals before, during, and after a disaster.

The volunteers in this program stand ready, whenever called upon by city and county officials: to respond to the needs of pets and livestock in our community; provide education to the public on preparedness for their animals as well as themselves in the event of a disaster; and to ensure that all animals have a safe place to be housed in the case of having to be separated from their owners in an emergency.

HUMANE SOCIETY OF THE PIKES PEAK REGION STATEMENT OF PRINCIPLES AND BELIEFS

In order to provide a clear understanding of the positions of the Humane Society of the Pikes Peak Region regarding humane issues, the Society publishes this Statement of Principles and Beliefs for the organization. These statements are used by the Society to guide its course of action and determine present and future decisions. Through time, this statement will undoubtedly be revised, altered or amended as new developments and conditions arise. Any changes to these statements will only be made after a careful analysis and discussion of current conditions and estimates of future trends.

BREED SPECIFIC LAWS

The Humane Society of the Pikes Peak Region recognizes that aggressive or vicious dogs are a public safety issue. We support legislation to protect the community from dangerous dogs; however, we do not support breed-specific bans or breed-specific legislation.

While the intent of breed-specific legislation is to protect a community, responsible families that have well-trained, friendly dogs are then forced to move or give up their beloved pet. Breed-specific laws are difficult to enforce because breed identification can be difficult. Breed bans may force owners to hide their dogs and there is an emotional and financial toll when dogs are confiscated and euthanized. There is no supporting data that breed-specific legislation has led to the reduction of the number of bites in a community. Dog guardians must be held responsible for understanding the temperament, traits and behavior of their animal no matter what the breed. This can be accomplished through education and training, law enforcement and effective dangerous dog laws.

Communities can provide the greatest safety to the public by creating effective and fair animal control laws that focus on the irresponsible and dangerous behaviors of an owner and their dog. These laws must be vigorously enforced by targeting problem dogs (and owners) and enforcing regulations with escalating penalties. Preventing fatal and serious dog attacks requires multi-faceted programs that go well beyond focusing on the breed issue. Prosecuting attorneys and judges must take the prosecution of the animal control laws seriously, ordering penalties and fines that will get the attention of the dog owner. Animal Law Enforcement must be adequately staffed to effectively patrol and enforce animal control laws. In addition, court systems can mandate a professional behavioral evaluation of a dog with behavior issues and provide risk assessment for the guardians' willingness and ability to manage the dog's behavior. This assessment can guide the court on the best course of action which could include mandated sterilization, microchipping, mandated muzzling or confinement, and dog training to assure public safety and responsible dog ownership.

BLOOD SPORTS

The Society is opposed to blood sports such as dog fighting and cock fighting. These are illegal and brutal animal contests with acute suffering, torture and harassment for the animals forced to be involved.

BLOOD DONORS

Animals at the Society may provide blood for another animal in need. The blood donor may be transferred to a blood donation facility approved by the Society with the expectation that the animals will be well-cared for and placed into loving homes at the end of their service.

RESEARCH ANIMALS

The Society does not relinquish animals for research and opposes government-mandated surrender of animals by public animal shelters for research. In respect for the animals and their families, HSPPR will not provide cadavers of animals euthanized at the shelter.

FERAL AND COMMUNITY CATS

Felines are the most popular pet in the US, with the number of cats in homes outnumbering dogs. It is estimated that 86.4 million cats are in US households and 50-90 million cats live on the streets. Although 80% of household cats are sterilized, cat overpopulation is a serious problem in animal shelters. Shelters are inundated with cats, and nationally only 2% of lost cats are reclaimed by their families. Many of the cats entering shelters are feral or community cats living on the streets that do not have an owner and are usually not adoption candidates.

Feral cats are free-roaming domestic cats that were never socialized by humans or have lived outdoors for so long that they have reverted to a wild state¹. Felines labeled as community cats may have limited social skills but would not be appropriate for adoption into normal home situation due to a lack of social behaviors desired by an adopter.

The Humane Society of Pikes Peak Region (HSPPR) believes, at this time, the most humane and efficient method for reducing feral cat populations is through a trap-neuter-return program (TNR). TNR programs have been in practice for decades in the US as a tool to reduce outdoor cat reproduction. TNR will stabilize the population and over time reduce the number of free-roaming cats.

Feral cats may be managed in colonies with organized caretakers who feed and provide medical care for the cats and prevent new cats from entering the area. HSPPR will assist in establishing colonies, educating colony caretakers and neighbors on the benefits of and resources for TNR. In the City of Colorado Springs cat licensing revenue helps support sterilization for community and feral cats in the city. Sterilization for colony cats will be

provided at no cost (as cat licensing revenue allows) to the care givers with colonies within the city limits of Colorado Springs. Colony managers outside of the City of Colorado Springs will be asked to pay for subsidized sterilization services because there is no licensing funding source at this time. Cats will be sterilized, vaccinated, and ear-tipped to provide a visual sign that the cat is sterilized.

HSPPR also believes that Spay-Neuter-Return (SNR) is a humane and effective method for reducing community cats. Under this program, community cats that are healthy and thriving in their current outdoor environment can be sterilized and returned to the place they were found. Cats are thirteen times more likely to return home by non-shelter means than by shelter means. Sixty-six percent of lost cats return home on their own². Sadly, in the US, 70% of cats in shelters are euthanized. SNR can reduce the number of cats entering a shelter that are euthanized.

HSPPR strives to make all socialized and healthy cats and kittens available for adoption and is otherwise committed to saving the lives of cats. HSPPR is additionally committed to increasing public awareness about cats. Public education to end cat abandonment and to increase the number of lost cats reunited with their families is a focus of our program. Education includes mediating cat-related neighborhood nuisance issues, providing deterrents, and limiting cats' presence in ecologically sensitive areas. HSPPR recommends all companion cats stay indoors, wear a collar and tag and be microchipped. Microchips must be registered with the guardians' current address and information.

Footnotes:

1. ASPCA Position Statement on Feral Cat Management
2. Kate Hurley DVM, University of California, Davis

COLLECTION OF PERSONAL INFORMATION OF CUSTOMERS

The Humane Society of the Pikes Peak Region (HSPPR), and its directors, officers and employees, recognize and acknowledge the importance of protecting the privacy of those individuals who utilize HSPPR's services and participate in its programs.

Individuals cannot be forced to disclose personal information if they do not wish to reclaim a pet or adopt. Personal information may only be collected when the individual consents to its collection. Also, that individual is entitled to be informed in a clear and straightforward fashion the purpose for which the information is collected.

HSPPR's customers also have the right to know the uses to which the information HSPPR collects may be put. Again, if they do not consent to the information being used for those specified purposes, then the Society cannot collect that information.

HSPPR serves as a limited jurisdictional law enforcement agency for various government entities. Information or the absence of information, suggesting criminal activities may be referred to other law enforcement agencies.

ADOPTIONS

Individuals applying to adopt animals from HSPPR will be informed, as a part of the application process, that information acquired during the process will be used for the following purposes. Consent to this use is a condition to animal adoption for HSPPR and, absent such consent; HSPPR may terminate the adoption application process:

1. Animal law-related background check and animal licensing compliance.

2. Establishment through participating vendors of complimentary trial pet insurance plan coverage.
3. Microchip registration.
4. Registration through participating vendors for complimentary pet food coupons.

Individuals applying to adopt animals from HSPPR will additionally be asked if their personal information, including an email address, can be used by HSPPR to send newsletters and requests for support. Customer consent in this regard is optional. HSPPR may also disclose personal information without consent if such disclosure is required by law.

OPEN ADMISSION SHELTER

Since 1949, The Humane Society of the Pikes Peak Region (HSPPR) has protected animals. HSPPR is an open admission shelter accepting all animals. It receives an average of 68 animals per day and is open seven days a week. No domestic companion animal is turned away. We are the only open admission shelter in El Paso County.

HSPPR is committed to re-homing companion animals that exhibit manageable health and behavior in the shelter environment. We work cooperatively with other limited admission shelters and rescue organizations to ensure the best care, placement and transfer of animals that fall outside HSPPR's purview of care.

The transfer program helps over-burdened shelters by accepting animals who are adoptable, but where the animal may not find a home in that community because of a lack of resources. Decisions to accept or send out transfer animals are made on a space available basis by the shelter staff with our first commitment being to animals from our service region.

HSPPR animals are evaluated on health and behavioral assessments when the animal's history or observation indicates a concern. Due to a lack of resources, not all animals are evaluated by staff or examined by a veterinarian.

Healthy: The term "healthy" means and includes all dogs and cats eight weeks of age or older that, at or subsequent to the time the animal is taken into possession, have manifested no sign of a behavioral or temperamental characteristic that could pose a health or safety risk or otherwise make the animal unsuitable for placement as a pet, and have manifested no sign of disease, injury, a congenital or hereditary condition that adversely affects the health of the animal or that is likely to adversely affect the animal's health in the future.

Treatable: The term "treatable" means and includes all dogs and cats who are "rehabilitatable" and all dogs and cats who are "manageable."

Rehabilitatable: The term "rehabilitatable" means and includes all dogs and cats who are not "healthy," but who are likely to become "healthy" if given medical, foster, behavioral, or other care equivalent to the care typically provided to pets by reasonable and caring pet owners/guardians in the community.

Manageable: The term "manageable" means and includes all dogs and cats who are not "healthy" and who are not likely to become "healthy," regardless of the care provided; but who would likely maintain a satisfactory quality of life, if given medical, foster, behavioral, or other care, including long-term care, equivalent to the care typically provided to pets by reasonable and caring owners/guardians in the community; provided, however, that the term "manageable" does not include any dog or cat who is determined to pose a significant risk to human health or safety or to the health or safety of other animals.

Unhealthy and Untreatable: The term "unhealthy and untreatable" means and includes all dogs and cats who,

at or subsequent to the time they are taken into possession,

- 1) have a behavioral or temperamental characteristic that poses a health or safety risk or otherwise makes the animal unsuitable for placement as a pet, and are not likely to become "healthy" or "treatable" even if provided the care typically provided to pets by reasonable and caring pet owners/guardians in the community; or
- 2) are suffering from a disease, injury, or congenital or hereditary condition that adversely affects the animal's health or is likely to adversely affect the animal's health in the future, and are not likely to become "healthy" or "treatable" even if provided the care typically provided to pets by reasonable and caring pet owners/guardians in the community; or
- 3) are under the age of eight weeks and are not likely to become "healthy" or "treatable," even if provided the care typically provided to pets by reasonable and caring pet owners/guardians in the community.

If an animal is determined to be healthy and is a good candidate to be a companion animal, we do our best to re-home the animal. If the animal is not ready for a new home, HSPPR may seek to rehabilitate the animal through a reasonable commitment of time, effort, or medical care. HSPPR provides medical and behavior treatments to help animals that are rehabilitatable to become available for adoption when resources are available. If an animal is a danger to the public, other animals, or itself due to serious disease, injury, other infirmities, or behavior reasons outlined in our criteria, the animal is considered unhealthy/untreatable.

Overall, and in all our programs, we are committed to helping homeless and abused animals, and the decision to euthanize an animal is never made lightly. Animals that are not candidates or potential candidates for adoption are humanely euthanized.

ADOPTION POLICIES

1. Adopter must be 18 years of age.
2. Adopter cannot be convicted of neglect or cruelty to animals. Staff will check person's status in database.
3. The adopter cannot be under the influence of drugs or alcohol at the time adoption.
4. All dogs and cats adopted from HSPPR must be sterilized.

Adoption Guidelines

At HSPPR we strive to match adopters with appropriate companion animals based on our understanding of the client's expectation for a pet and the animal's needs. With this in mind, we strive to create a match that will achieve the following objectives for a successful adoption:

1. The match is best suited to the individual animal and family
2. The animal is afforded veterinary care
3. The social needs for the animal will be met
4. The animal will have a humane environment
5. The animal will be respected and valued

Open Adoptions and Adoption Fees

HSPPR's adoption program is based on finding the best match for an animal and adopter. Our staff provides counseling to adopters by identifying the adopter's expectations for a companion animal and creating a match. We hold true to an atmosphere of respect and courtesy toward our customers and strive to build lasting relationships of support. We adhere to guidelines for placement and treat each animal and adopter as individuals with specific needs to be met to the best of our ability. Through positive client services, we seek to

build a continuum of support for the animal, adopter and organization.

Our adoption fees help to offset the cost of evaluation, housing, feeding and medical care for the thousands of animals that need our help. HSPPR uses variable adoption pricing to support our mission. Highly desirable animals may have a higher adoption fee than an animal that may be more difficult to place due to age or condition. Higher fees leave a legacy of care for the animals that may be more difficult to place. Overall, adoption fees do not cover the cost for caring for thousands of animals and it is only through the generosity of our donors that we have the resources to place thousands of animals into loving homes.

POSITION ON PUPPY MILLS/MASS BREEDING

Humane Society of the Pikes Peak Region opposes “puppy mills,” for-profit facilities which mass-produce puppies for retail purposes. Roughly 10,000 licensed and unlicensed puppy mills exist in the United States. Two million puppies from puppy mills are sold annually in pet stores and via internet sales. Puppy mills routinely subject animals to adverse conditions, such as overcrowding, poor kennel conditions, inadequate sanitation, food, and water, there is no socialization, and a lack of veterinary care. Female dogs are over bred, live behind bars their whole life and are killed or auctioned off when they can no longer produce litters. Sub-standard breeding practices often lead to genetic defects or hereditary disorders, and these defects along with other health issues and/or negative behavioral traits are often overlooked in favor of financial profit. Consumers are often unaware of the health risks their puppy mill dog may face in the short and long term.

Humane Society of the Pikes Peak Region encourages potential pet guardians to consider shelter/rescue adoptions first. If a specific breed is desired and unavailable through a shelter, find a responsible breeder. Responsible breeders do not sell animals through a pet shop and allow buyers to meet a puppy’s mother and father and see them in their home environment. Breeders place their animals personally and individually, and breed to preserve and improve their chosen breed, while providing their female dogs with high quality lives and human attention.

When pets are sold for profit and financial gain, the animal’s health and wellbeing comes secondary. All animals deserve appropriate housing, social interaction, sufficient room to turn and stretch freely, adequate food and water, regular exercise, adequate veterinary care, and adequate rest between breeding cycles. Consumers need to educate themselves on the plight of breeding animals living in puppy mills and find other sources for pet acquisition.

RECORDS POLICY

HSPPR is a transparent organization providing annual animal data as required by law through the Pet Animal Care Facilities Act and posting the report on HSPPR.org website. As a private nonprofit, HSPPR records, procedures and policies are proprietary and do not fall under the Colorado Open Records Acts ("CORA").

HSPPR personnel, individual animal and client records at Humane Society of the Pikes Peak Region are considered privileged and confidential and shall not be released except by court order, a public health emergency or statistical and scientific research if the information is abstracted in a way as to protect the identity of the animal and the client. The exception is pet license/microchip information. When tracing an owner through a pet license tag or microchip for a lost pet, staff may only release the owners’ first name and phone number to assist the public with reuniting the pet with their family. When a veterinary clinic, shelter or rescue organization requests license / microchip information to reunite a stray pet with the family, we will provide name, phone number and address.

To request records for an Animal Law Enforcement (ALE) criminal case, clients directly involved in the case may

submit a record request to ALE. ALE may charge a reasonable fee to provide a copy of the case records. HSPPR reserves the right to redact confidential information.

HSPPR's licensed veterinarian shall provide a copy of the complete animal medical record to the animal's owner no later than three business days after the practice receives from the client a request for the record. HSPPR may have an additional three business days to provide a copy of non-digital diagnostic images. HSPPR may charge reasonable and customary fees for the copying of records. Veterinary records are held for three years.

Any exception of the policy is at the discretion of the President/CEO in consultation with the Board of Directors.

FELINE DECLAWING

Humane Society of the Pikes Peak Region opposes the declawing of cats. Scratching is a normal and necessary behavior for felines. The goal is not to eliminate scratching behavior but to manage it in the safest and least destructive way possible.

Steps other than declawing can be taken to reduce destructive scratching.

- Frequent nail trims
- Positive redirection
- Make furniture and other items undesirable
- Synthetic nail caps

When destructive behavior cannot be modified, HSPPR believes that declawing, as a last resort, is preferable to abandonment, euthanasia or relinquishing ownership of a cat. We advocate that people make their decision about declawing in consult with their veterinarian.

WILDLIFE COEXISTENCE

Humane Society of the Pikes Peak Region recognizes the important role wild animals play in a healthy environment. Our community is rich in wild animal habitat which can provide opportunities to experience and enjoy wildlife and can increase the frequency of human-wildlife conflict. As such, HSPPR embraces and supports efforts that help enlighten the public on safe and sustainable coexistence with our wild neighbors. Wild animals deserve moral consideration and humane treatment.

HSPPR believes it is important to keep wild animals wild and encourages the public not to feed or befriend wildlife. HSPPR strives to educate the public about minimizing natural attractants that can encourage wild animals to enter residential areas.

HSPPR KEY MESSAGING

The library below is designed to help us ALL answer common but sometimes difficult questions in one voice.

Who is Humane Society of the Pikes Peak Region?

- Humane Society of the Pikes Peak Region is a community agency. Our mission is a compassionate community where animals and people are cared for and valued.
- Humane Society of the Pikes Peak Region is a local, independent nonprofit not affiliated with national organizations such as ASPCA or Humane Society of the United States.
- Humane Society of the Pikes Peak Region is the largest shelter for homeless and abused animals in Southern Colorado.
- Our tag line: Happy tails. Happy Hearts., speaks to the happy endings we celebrate for homeless animals.

Are you a no-kill shelter?

- Humane Society of the Pikes Peak Region is an open admission shelter – we help all companion animals in need.
- We are working every day to end the euthanasia of unwanted animals through extensive community outreach and innovative programs.
- You can help us with our goal by encouraging friends and families to adopt a homeless pet, sterilize their pets, and support our life-saving programs by making a donation.
- HSPPR places all healthy animals; there is no limit for time and space.

How long before an animal is euthanized?

- By law, we hold stray cats a minimum of three days and stray dogs a minimum of five days as we work to reunite them with their families. There is never a time limit on how long we will care for an animal before they are adopted.
- The decision to euthanize an animal is one that weighs heavily on us. We evaluate each animal on a case-by-case basis. Serious behavior and medical issues are the main reason for euthanasia.
- Our main concern is the health and well-being of every animal that passes through our care and the safety of the community.

How do you euthanize animals?

- Humane Society of the Pikes Peak Region staff are trained and certified in the euthanasia process and perform humane euthanasia by injection.
- HSPPR staff follow American Veterinary Medical Association (AVMA) euthanasia guidelines, which include the injection of a sedative, followed by a euthanasia dose of the anesthetic drug called pentobarbital sodium. It is painless, causing the animal's heart and breathing to stop. HSPPR technicians use a stethoscope to confirm the heart has stopped.
- We are not able to provide owner-present euthanasia due to resource constraints. If you wish to be with your pet in their final moments, we recommend you make an appointment with your veterinarian.
- We work with a local pet crematory to cremate pets brought in by their owners, as well as shelter animals. As part of our owner requested euthanasia service, you have the option of having your pet's cremains returned to you.

Why are adoption fees so high?

- Compared to most other ways of purchasing a pet, Humane Society of the Pikes Peak Region's adoption packages offer great value, even when adopting a variably priced dog. All adoptions come with:
 - Spay/neuter
 - Vaccinations
 - Voucher for a free veterinary exam
 - Microchip
 - 30 days of free pet insurance
- Variable pricing, or higher adoption fees for some animals that will find homes quickly, enables us to care for more animals in need of life-saving medical and behavioral intervention.
- We are one of many shelters across the country that utilize a similar pricing structure to help fund the care of as many animals as possible.

What does HSPPR think about breed specific laws for dogs like pit bulls and what are you doing for bully breeds?

- Humane Society of the Pikes Peak Region works toward its mission of a compassionate society where animals and people are cared for and valued; no matter what the breed, one animal's life is equally as

important as the next.

- Public safety is HSPPR's number one priority, and not all dogs – no matter what the breed – may be adoption candidates. We support legislation to protect the community from dangerous dogs; however, we do not support breed specific bans, which do not address public safety.
- HSPPR programs like behavior modification/training and featuring pets in local media are geared toward finding as many homes for homeless animals as possible, no matter what the breed. We also work with our rescue partners, who may have additional resources for harder-to-place pets and offer subsidized spay/neuter surgeries to help end pet overpopulation with no income qualifications for bully breeds.

Where does the money go?

- Humane Society of the Pikes Peak Region is a local, independent nonprofit not affiliated with national organizations such as ASPCA or Humane Society of the United States. Donors may choose to designate their dollars to a specific program or to fund whatever program is in greatest need.
- With operating expenses close \$10 million, adoption fees do not begin to cover the cost of caring for the animals that come through our shelter. We rely on donations to fund humane programs, with \$0.86 of every dollar donated directly to helping animals in need.
- HSPPR is also contracted by city and county governments, providing animal law enforcement and sheltering services on their behalf. In some communities, the city and county take on this service; however, the city and county recognize HSPPR as an expert in the field and hired us as contractors. Contract fees cover the cost for the service only and do not support our humane work.

Why do I need to make an appointment to surrender my pet?

- We are not turning pets away. Scheduling in advance helps us control the current shelter population, which is especially important when we are caring for more animals than normal or sick/injured animals.
- Scheduling in advance gives us time to gather more information about your pet. It allows us to have a plan for your pet before he gets here.
- Having an appointment means you will not have to wait, which is less stressful for both you and your pet.

ANIMAL WELFARE AGENCIES

Following is a list of local and national animal welfare agencies. These organizations are all separate entities. HSPPR is a member of some of these organizations, but we function independently.

ANIMAL WELFARE ASSOCIATION OF COLORADO (AWAC)

In 2020, the Animal Welfare Association of Colorado (AWAC) was born as a merger of two former agencies to form a cohesive statewide association for all animal welfare and control professionals and organizations. Previously known as the Colorado Federation of Animal Welfare Societies (CFAWA) and the Colorado Association of Animal Control Officers (CAACO), the newly combined association represents a powerful voice in the protection of companion animals and is committed to make Colorado a network of humane communities for all pets and people by concentrating on issues that impact animals and communities in Colorado through professional development, advocacy, and collaboration. Additionally, this nonprofit works to improve the methods of animal control practice, inform the public about animal control, promote justice and equity in the enforcement of animal control laws, and advance the health, welfare, professionalism, and morale of all animal control officers in the state of Colorado.

AMERICAN HUMANE (AH)

Formerly known as American Humane Association (AHA), American Humane is a national humane organization

dealing with issues affecting both animals and children. They have regional offices in Washington, D.C., for lobbying and in Los Angeles, California and Palm Beach, Florida to monitor the use of animals in films. AH has individual memberships and is a federation of animal care and control agencies.

THE HUMANE SOCIETY OF THE UNITED STATES (HSUS)

The HSUS is a national humane organization for the welfare of animals. They monitor legislative issues, sponsor campaigns on specific animal welfare concerns and provide humane education materials and training on animal control. HSUS also has field representatives who take an active role in certain animal cruelty investigations, such as dog fighting and puppy mills. With 10 regional offices, HSUS is an organization of individual members and contributors.

AMERICAN SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS (ASPCA)

The ASPCA was founded in 1866 as the first humane organization in the Western Hemisphere. Today, the ASPCA has over 680,000 members and donors and continues to prevent cruelty and alleviate the pain, fear, and suffering of animals through nationwide education, research, awareness and legislative programs. The ASPCA headquarters in New York City houses one of the area's largest full-service animal hospitals, an adoption facility and the Humane Law Enforcement department, which is responsible for enforcing New York's animal cruelty laws.

LAWS PERTAINING TO ANIMALS IN COLORADO

Laws pertaining to animals may be enacted on a federal, state, county, or city level. The United States Department of Agriculture has regulations that pertain to livestock, research facilities, animal entertainment, and to Class B dealers who sell dogs.

The Fish and Wildlife Service and The Colorado Parks and Wildlife enforce legislation pertaining to wildlife. Any raptors (birds of prey) are governed by Federal Eagle Acts. Migrating waterfowl are also covered federally.

The Colorado Department of Agriculture enforces state legislation that pertains both to livestock and to pet animals, including but not limited to: kennels, pet shops, and boarding facilities. Most ordinances regarding keeping dogs or cats are enacted on a county or city level.

HSPPR works with other agencies and groups like AWAC to consult on animal legislation in Colorado. HSPPR representatives are sometimes asked to give input on proposed legislation and lobbies at the state level for laws benefiting and protecting animals in Colorado.

ANIMAL PROTECTION ACT: 35-42

This is a state law that provides rules on the accepted care and treatment of companion animals. It requires an adequate supply of food, water, and shelter and prohibits mistreatment, neglect or abandonment so that the animal's health or life is not endangered.

THE ADOPTION OF UNALTERED DOGS AND CATS

As of January 2020, a new Colorado State Law requires that all animals must be spayed or neutered prior to being adopted out from an animal shelter or rescue group. Exceptions can be made in medical cases and are made on a case-by-case basis by staff.

LICENSING OF DOGS AND CATS WITHIN COLORADO SPRINGS

As of January 2009, all owned dogs and cats four months or older which reside **within the city limits of Colorado Springs** must be licensed. Licensing is available in one- or three-year options. Fees differ for intact and spayed or neutered animals. The fees collected from the sale of these licenses help defray the cost of the HSPPR's Trap, Neuter and Release (TNR) program for feral cats.

LICENSING OF DOGS AND CATS WITHIN PUEBLO CITY AND COUNTY

All owned dogs and cats four months or older which reside within Pueblo City or Pueblo County must be licensed. Licensing is available in one- or three-year options. Fees differ for intact and spayed or neutered animals.

CRUELTY TO ANIMALS: 18-9-202

Class 1 Misdemeanor:

This state law prohibits anyone from overworking, tormenting, depriving of necessary sustenance, beating, mutilating, needlessly killing, carrying, or confining in or on a vehicle in a cruel or reckless manner or otherwise mistreating or neglecting an animal. It also requires that anyone having charge or custody of any animal must provide it with proper food, drink and protection from the weather and must not abandon it. This legislation falls under the criminal code and carries criminal penalties.

Class 2 Felony:

Aggravated cruelty involving torturing or killing an animal.

PACFA

The Pet Animal Care and Facilities Act (PACFA) was passed in the 1994 legislative session to replace the previous regulations under the Department of Health. The previous regulations were allowed to sunset in 1991. The legislation is enforced and administered through the Colorado Department of Agriculture. A Pet Advisory Committee has developed specific regulations for the pet industry including standards and enforcement funded by license fees.

PACFA ensures humane care and treatment and guarantees acceptable standards for pet animal facilities. This includes pet shops, groomers, boarding facilities, breeders, trainers, and shelters. HSPPR is also governed by these regulations. All shelters, rescues, and transport agencies in Colorado must be licensed annually through PACFA.

HEALTH DEPARTMENT REGULATIONS: 25-4

The state health regulations require that all animals that bite a person be quarantined for a period of ten days. An animal that is bitten by a known rabid animal is also subject to quarantine procedures. All dogs are required to be vaccinated annually for rabies by a licensed veterinarian. Animals in most jurisdictions are not permitted to run at large. These regulations are generally enforced by the animal control agency of the jurisdiction, and HSPPR may be required to quarantine an animal that has bitten another animal or person. In addition, cities and counties may enact other animal control regulations or zoning regulations that pertain to numbers and types of animals permitted within the jurisdiction.

COPY OF VOLUNTEER AGREEMENT AND LIABILITY WAIVER



happy tails. happy hearts.™

Volunteer Agreement and Liability Waiver

Volunteer Agreement

By signing below, I hereby accept a position as a Volunteer for the Humane Society of the Pikes Peak Region (HSPPR) upon the following terms, conditions and understandings:

Receipt of Handbook

I, _____, have received a copy of the HSPPR Volunteer Manual.

Terms and Conditions

1. My services to HSPPR are provided strictly in a voluntary capacity as a Volunteer, and without any express or implied promise of salary, compensation or other payment of any kind whatsoever. My services are furnished without any employment-type benefits, including vacations, sick time, employment insurance programs or worker's compensation accrual in any form.
2. I will familiarize myself and comply with HSPPR's policies and procedures applicable to Volunteers. In particular, I fully understand that HSPPR expects high standards of moral and ethical treatment of the animals under its care. I will strictly adhere to these standards in my capacity as a Volunteer.
3. I will support the decisions of staff and management. I will address my concerns in a positive and constructive manner at all times. If I have questions or concerns with staff, volunteers or HSPPR policies or procedures, I will address my concerns with the Volunteer Services Department Staff in a timely manner. With the intention of contributing to a positive and effective work environment and good morale between both volunteers and staff, I will not attempt to undermine the authority or credibility of staff or other volunteers by being disrespectful or spreading inaccurate information.
4. I accept that I am not a professional representative of or spokesperson for HSPPR, unless specifically designated by HSPPR as part of my volunteer responsibilities. I understand that only appropriate staff representatives may speak with the press with regards to HSPPR.
5. I will attend required HSPPR volunteer trainings for the sake of safety, knowledge and continuity.
6. I understand that if I do not volunteer for three consecutive months, my status will change from "active" to "inactive." If I wish to return to the shelter as a volunteer, I will then need to contact the program coordinator or Volunteer Services Department Staff. I understand that I may be required to attend another New Volunteer Orientation, necessary specialized trainings, a state required home inspection for fosters, and/or complete appropriate volunteer paperwork to become an "active" volunteer.
7. I also acknowledge that I have the right to terminate my relationship with the shelter at any time, with or without advance notice or cause. Furthermore, I understand that my opportunity to volunteer is at the sole discretion of HSPPR management and that HSPPR, without notice or hearing, may terminate my services as a Volunteer at any time, with or without reason.

Confidentiality

All HSPPR records and information about HSPPR, its employees, customers, suppliers and vendors are to be kept confidential and divulged only to individuals within the organization with both a need to receive and authorization to receive the information. I acknowledge that I may have access to confidential information as a Volunteer. Confidential Information includes but is not limited to information regarding animals in the care of HSPPR; donors, customers, staff and volunteers, including their names, addresses, phone numbers, or email addresses; internal memos and information on animals not currently available for adoption; the final disposition of an animal; financial information; strategies; practices; agreements with other organizations; and any other information deemed for internal purposes only.

I agree not to directly or indirectly disclose or use for my benefit or the benefit of any other person or entity other than HSPPR any such confidential information. Additionally, documents or records containing or reflecting confidential information prepared by or provided to volunteers, and all copies in any medium, are the property of HSPPR. Volunteers are not to use any of HSPPR's property for any purpose not related to the performance of their duties.

Release

1. I understand that the handling of animals and other Volunteer activities on behalf of HSPPR, or through any additional third party including but not limited to Petco and Petsmart, may place me in a hazardous situation and could result in injury to me or my personal property. On behalf of myself, my heirs, personal representatives and assigns, I hereby release, discharge, indemnify and hold harmless HSPPR, or any third party, and its directors, officers, employees, agents and affiliates from any and all claims, causes of action and demands of any nature, whether known or unknown, arising out of or in connection with my Volunteer activities on behalf of HSPPR. By signing below, I hereby release any third party through, which I may participate via HSPPR, of responsibility. I agree to follow appropriate guidelines and safety precautions as directed by these organizations to limit inherent risk associated as a Volunteer.
2. I understand that HSPPR is not responsible in the unlikely event of any personal pets becoming ill while I am volunteering for or at HSPPR. Prevention measures will be discussed in detail throughout training, and it is my responsibility to perform these measures responsibly. I understand that it is important that all of my personal pets are current on all of their shots. Also, I know that it is necessary that I wash my hands thoroughly before leaving HSPPR, take my shoes off before I enter my house, and change my clothes before I socialize with my personal pets. If I perform all of these measures, it is highly unlikely that my personal pets should become ill. However, if they do become ill, I hereby release, discharge, indemnify and hold harmless HSPPR and its directors, officers, employees and agents from any and all claims.
3. Understanding that public relations is an important part of a Volunteer's activities on behalf of HSPPR, I hereby authorize HSPPR to use any photographs of me in its possession for public relation purposes. I ask that HSPPR use reasonable efforts to give me advance notice of any such use, but such notification is not a condition to release photographs for public relations purposes.

Signature of Volunteer

Date

Parent or Legal Guardian (Of Volunteers 17 and Younger)

As a parent or legal guardian of the above-named Volunteer, I hereby give consent for my child or ward, as the case may be, to become a Volunteer for HSPPR as described in the above Volunteer Agreement and, by my signature, join in and agree to be bound by the terms and conditions of the Release on this page

Signature of Parent or Legal Guardian

Date

HSPPR DEFINITION OF TERMS

Bolded terms are volunteer positions

AC	Animal Care (department)
Admin	Administration area
Admissions	Area where animals are relinquished by their owners, or stray animals brought to us
ADO	Adoption or Adopted
ADO MM or AMM	Adoption Matchmaker
Adopt Pend	Adoption is in progress/pending
Adoption Policy	A set standard, procedure or rule
ADW	Advanced Dog Walker
AEA	Advanced Enrichment Assistant
ALE	Animal Law Enforcement
Alter	Altered or altering; Refers to either the neuter of a male or the spay of a female animal
BAR	Bright, Alert, and Responsive (describes condition of an animal)
BC	Breakfast Club
Board/BOD	Board of Directors
B-Mod	Behavior modification
Cage Wash	Large waterproof room where cages are cleaned and disinfected
Carrier/Crate	Temporary, portable container used to transport animals
CART	Community Animal Response Team ; volunteer-based disaster response team who assists as needed for natural and manmade disasters
CAST	Cat Adoption Support Team
Cat	A feline 6 months of age or older
Cat Admissions	Area where cats are held prior to being adopted, typically waiting for space on the adoption floor. Could also be being held for behavior or medical reasons.
Cat Trap	Humane trap used for catching a cat, squirrel, or any other small animal
CEA	Canine Enrichment Assistant
Choice Hold	Reserving an animal for a patron's future adoption when the animal is not yet available/ready for adoption (i.e., stray period, behavior evaluation, not old enough for adoption, etc.)
CMM	Cat Adoption Matchmaker
CMT	Cat Matchmaker Trainer
Control Stick/Catch Pole	Long pole with a collar on the end used to maneuver animals that pose a threat (display aggressive or unpredictable behavior) to the handler.
Crematory	Incinerator for the disposal of animal bodies
CS	Customer Service (department)
CSR	Customer Service Representative (staff)
CVT	Certified Veterinary Technician
d/c	Discontinue
d/c	Discharge
DA2PP	Distemper Adenovirus Parainfluenza Parvovirus (dog vaccine)
DE	Data Entry
DG	Dog Groomer
DMM	Dog Adoption Matchmaker
DMT	Dog Matchmaker Trainer

DOA	Dead on arrival
Dog	A canine 6 months of age or older
Donor	A person who contributes money, food, or other goods to the shelter
DVM	Doctor of Veterinary Medicine
DW	Dog Walker
Employees	Paid staff
Euth Request/OSXT	An animal brought in by its owner for the purpose of euthanasia
Euthanasia	Derives from two Greek words; eu-: good, thanos: death. The intentional causing of a painless and easy death.
Evaluating	Making the decision to kennel an animal for adoption, place it in foster care, transfer to another organization, or to euthanize it.
FCA	Foster Care Assistant
FEA	Feline Enrichment Assistant
Fishbowl	A single, kennel area reserved for behavior cats or large critters
Food Prep Area	Where meals are prepared for animals; dishes and litterboxes are also washed in this room
FOS	Foster ; volunteer-based program to care for animals in foster homes who are not yet eligible for adoption, typically too young, nursing/pregnant, or under medical treatment
Fractionous	hard or impossible to manage; typically, due to high levels of fear, stress, anxiety, or unsocial
FVRCP	Feline Rhinotracheitis Calicivirus Panleukopenia (cat vaccine)
GB	Germ Busters
HABS	Habitat room; refers to small mammals (rabbits, guinea pigs, etc.)
Happy Tails	Alumni stories, letters, and photos from patrons, telling us how their new pets are adjusting to their new homes.
HC	Health Check
HSPPR	Humane Society of the Pikes Peak Region
IH	Info Host
ISO	Isolation areas where sick animals are kept separate from the rest of the general animal population
Kennel	Houses animals in confined area
Kennel	-ed, -ing. To place an animal in a kennel
Kennel Card	A piece of paper hung on an animal's kennel, which displays information about the animal, including its Animal ID, breed, color, sex, etc.
Kitten	A feline under the age of 6 months
Lost and Found	Process of comparing lost animal reports and found animals to locate the owner
LR	Living Room Kennel. A single, kennel area room reserved for dogs that would benefit from not being in the main kennel runs.
LVT	Lead Volunteer Team
Neuter	The surgical removal of the testicles of a male animal
PACFA	Pet Animal Care Facilities Act; licensing and inspection program dedicated to protecting the health and well-being of pet animals in facilities throughout Colorado.
Patron	Any person who uses any services of the shelter
PCAT	Pueblo Canine Assessment Tool; canine evaluation

Pending	Status for animals that are having/had surgery today
Pulled	Removing an animal from the adoption kennels for any purpose
Puppy	A canine under 6 months of age
Reck'd	Rechecked (usually checked a medical condition)
Return	An adopter who gives back an animal adopted from the shelter within 14 days.
RTO	Return to owner of a lost animal
Showing	Taking an animal to visit with a potential adopter
SMAMS	Small mammals; refers to rabbits, guinea pigs, etc.
SOP	Standard Operating Procedures
Spay	Ovariohysterectomy; The surgical removal of the uterus and ovaries from the abdomen of a female animal
Squeegee	Apparatus used to remove liquid from a flat surface
Squeeze cage	Transfer cage with an additional panel used for vaccinating and examining fractious animals
Stray Period	Length of time lost animals are held before they are property of HSPPR and potentially can be made available for adoption
Surgery Center	Location where animals that have recovered from surgery are picked up by their adopters
Sx	Surgery
Transfer cage	Metal carrier used to safely transport animals throughout the shelter
Transfers	Animals that are transferred to the shelter from another animal shelter
Unavailable	Status for animals that are not ready for adoption. Possibly due to medical or behavior reasons.
URI	Upper Respiratory Infection
UTD	Up to date (refers to vaccination status)
UTI	Urinary Tract Infection
Visiting Room	Rooms in the shelter where adopters meet with animals they are interested in adopting
Vacc, Vax, or Vx	Vaccine or Vaccination
VCA	Veterinary Clinic Assistant
VCR	Veterinary Clinic Receptionist
Vet Clinic	Veterinary Clinic encompassing both the Hospital and Surgery Center
Volunteers or Vol	Those who donate their time to the shelter
WNL	Within normal limits (usually results of medical test)
WWTC	Whiskers and Wags Training Center (meeting and training area)

Culture Map

Animal Focus Key Value Active Compassion

Don't tolerate animal suffering

Listen, then respond

Don't walk past it, do something about it

Take personal responsibility for animals

Empathize, don't judge

Treat people & animals as individuals & with respect

Financial Stability Key Value Responsible Stewardship

Seek and share opportunities

Commit to a safe environment & community for people & animals

Act like an owner. Responsibly manage expenses & revenue

Act for the long term, greater good of the entire organization

Conserve our resources & preserve the environment

Have the courage to take calculated risks

Marketing & Outreach Key Value Mindful Integrity

Be professional & courteous to all

Be honest & direct

Be transparent in your actions, admit mistakes

Do what you say you will do

Operational Excellence Key Value Passion for Excellence

Share your knowledge, foster a learning environment

Be a pet guardian role model in the community

Be an Innovator, step outside the box. Encourage new Ideas

Take responsibility for your actions

Know & exceed expectations

People Focus Key Value Embrace Collaboration

We care beyond our community

Acknowledge & support each person's contribution to the organization

Help each other succeed through teamwork. Care enough to offer & receive feedback

Make work a fun & positive place to be

Recognize & acknowledge emotional challenges

We value experience, individuality, & respect the decisions of others



Humane Society
Pikes Peak Region