



Volunteer Handbook

June 2018

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Welcome to the VBAS!

Thank you for joining our cause! You are now a member of an enthusiastic team that, along with the Shelter staff, makes a difference every single day. The smallest tasks take on the greatest importance. We are working to heighten the community's awareness of the Burbank Animal Shelter and the good work that is done for the animals while in our care. We are indeed Goodwill Ambassadors in every sense of the word.

We work under the auspices of the City of Burbank and the Burbank Police Department. As such, we are responsible for upholding a certain code of conduct, which their employees and officers also adhere to. That includes behavior, dress, language, and a respectful attitude toward Shelter management, Shelter staff, fellow volunteers and the public. We represent not only the city and the police department but we also function as "ambassadors" of the Shelter within and outside of our community.

This handbook provides information pertinent to the volunteer role. If you have any questions about the contents in this handbook, please feel free to reach out to the Volunteer Services Director or any Board Member.

It is our genuine hope that you enjoy your time here as much as the animals enjoy having you!

Our Mission

The Volunteers of the Burbank Animal Shelter, a 501(c)(3) animal service agency, is devoted to providing medical, social, behavioral and financial care for animals at risk and determined to eliminate animal homelessness in the Burbank community. Our organization serves our volunteers, supports the Burbank Animal Shelter staff, and engages the Burbank community in achieving our goals.

Volunteer Resources

Burbank Animal Shelter General Information

Address:	1150 N. Victory Place Burbank, CA 91502 818-238-3340
Hours:	Tuesday through Saturday: 10:00 a.m. to 5:00 p.m. Sunday: 11:00 a.m. to 3:00 p.m. Closed Mondays and major holidays
Superintendent:	Brenda Castaneda
Senior Animal Control Officer:	Stacie Wood-Levin
Staff:	Winnie Broussard, ACO (Animal Control Officer) Jessica Kusher, ACO John McCullough, ACO Dan Sheflin, ACO Marissa O'Brien, Front Desk Clerk Carols Rivas, KA (Kennel Attendant) Renald Galstian, KA
Shelter Veterinarians:	Harriet Howe, DVM (Doctor of Veterinary Medicine)
Registered Veterinary Technician:	Jeannette Dease, RVT (Registered Veterinary Technician)
Outreach Coordinator/ Administrative Analyst:	Lissette Rojo

Important Phone Numbers

BAS Back-Line: 818-238-3343 (for use by Shelter staff and volunteers only)

Internet Resources

VBAS website: www.thevbas.org

VBAS calendar: https://www.google.com/calendar/embed?src=vbasevents%40gmail.com&ctz=America/Los_Angeles

Volgistics for scheduling and logging your volunteer hours: <https://www.volgistics.com/ex/portal.dll/?FROM=3683>

Login name: [your email address; example: jane.doe@gmail.com]

Password: [your birthday as mmddyy; example: 010175]

Facebook Groups and Pages:

1. The VBAS Discussion Board: This closed group is for volunteers to share information that helps with our work with the animals. To request membership in this group, email: vbassocial@gmail.com.

Volunteers of the Burbank Animal Shelter (VBAS)

2. The VBAS Photo Sharing Group: This closed group is for volunteers to share and post photos of the animals during play at the Shelter and at off-site events. The VBAS Photo Team also posts their weekly animal photos here. Note that photos posted in this group may be used to promote the animals in our marketing collateral. To request membership in this group, email: vbassocial@gmail.com.
3. Volunteers of the Burbank Animal Shelter: This is the official public Facebook page of the VBAS.
4. Burbank Animal Shelter: This is the official public Facebook page of the Burbank Animal Shelter.

Meetings

General meetings

General meetings are held at 9:00 a.m. on the 2nd Saturday of every month, in the conference room at the Shelter. Ten meetings are held each year, with no meetings in May or December. Volunteers are required to attend five (or 50%) of these meetings each year.

Optional education meetings

A variety of optional education meetings are held throughout the year. These will be announced in the weekly email update, as well as at the General meeting. They usually take place on a Saturday or Sunday in the conference room at the Shelter. You are strongly encouraged to attend any that interest you.

Board meetings

Board meetings are held on the 4th Sunday of every month. Volunteers may request to attend a Board meeting to present a program proposal or update, as well as to provide feedback or share suggestions or concerns.

Newsletters

VBAS weekly update (The Blast)

The VBAS Volunteer Services publishes a weekly email newsletter for volunteers and staff. The weekly update contains information about upcoming events, new programs, volunteer opportunities, and changes to policies and procedures. This is the official method of communicating important information to volunteers. Volunteers are expected to be familiar with the contents of the weekly update and should look for and read the update every week.

City Paws

City Paws is a digital newsletter published by VBAS monthly and distributed to the Burbank community, donors and volunteers.

VBAS Board Members, Leadership Team and Program Coordinators

Refer to the VBAS weekly email update for the latest listing and contact information.

Volunteer Guidelines

Absences

VBAS policy requires that you volunteer on a regular basis, a minimum of 8 hours per month. Understanding that life events may sometimes get in the way of volunteer intentions, we ask that you review any planned or unplanned extended absences with the Volunteer Services Director.

Conduct

As a representative of the VBAS and the Burbank Animal Shelter, it is important that you are familiar with our policies and philosophy. You are an ambassador to the community and are expected to always be polite, courteous and helpful in your interactions with the public, the staff and your fellow volunteers.

When interacting with the public, if you do not know the answer to a question or have experienced a problem, please refer the customer to a staff member. Remember, a positive experience does not guarantee an adoption, but it goes a long way toward creating a positive image of the VBAS and the Shelter.

Problems or challenges with another volunteer should be communicated to the Volunteer Services Director, Volunteer Representative to the Board, or any Board member. Problems or challenges with staff should be directed to any Board member.

Dress Code

Volunteers are required to wear an official VBAS t-shirt and/or apron. Both are available for sale in the Volunteer Office. Closed toe, sturdy shoes and long pants are required. Your volunteer photo ID badge and nametag must be worn at all times and kept in the Volunteer Office when not being worn.

Injuries

All injuries or bites must be reported to the front desk **immediately** and paperwork must be filled out if the skin has been broken. This is policy and allows you to obtain medical care if needed – no exceptions. It is recommended that all volunteers have a current tetanus shot.

Involuntary Archiving and Termination

If you are unable to and/or have not fulfilled the volunteer commitment* for a period of more than 3 months, your volunteer status will be involuntarily archived upon notice from the Board. To request reinstatement to active status, you must contact the Volunteer Services Director. Volunteers who are involuntarily archived are not permitted to volunteer for the VBAS until their status is reinstated to active.

If you have been involuntarily archived for six months, it is necessary to contact the Volunteer Services Director to remain in archived status. If you are involuntarily archived for six months or longer, it is required that you complete all levels of training for the animal(s) of your choice. Volunteers who do not contact the Volunteer Services Director within six months of being involuntarily archived to request either reinstatement or to remain archived will be involuntarily terminated from the VBAS. Once a volunteer has been involuntarily terminated from the VBAS, he or she must go through the Orientation and background check process to return.

**Scheduling, logging and volunteering a minimum of 8 hours per month and attending a minimum of 5 General meetings over a one year period.*

Monthly Meetings

Mandatory volunteer meetings are held the second Saturday of every month (except May and December) at 9:00 AM in the Shelter conference room. Volunteers must plan to attend a minimum of 5 meetings during each calendar year. These meetings provide an opportunity to learn of upcoming events, current needs and activities of VBAS, share vital information and meet other volunteers. Volunteers who do not attend a minimum of 5 meetings during each calendar year may be involuntarily archived upon notice from the Board.

Parking

To allow parking for Shelter customers, volunteers are required to park off-site. There is plenty of parking available on Lake Street. If you have a disability that prevents you from parking off-site, please report this in advance to the Volunteer Services Director.

Scheduling and Logging Hours

Volunteers are required and responsible for scheduling and logging their volunteer hours through the VBAS' online scheduling and time tracking system, Volgistics. Volunteers who do not regularly schedule and log volunteer hours in Volgistics may be involuntarily archived upon notice from the Board.

Smoking

Smoking is not permitted within the facility.

Time Commitment

Volunteers must be willing to commit to a minimum of 8 hours per month for at least a one year period. All hours must be logged in Volgistics. If no time is recorded for a three-month period, volunteer status may be involuntarily archived upon notice from the Board.

Training

Training is mandatory for all volunteers. Each volunteer will be asked to choose an initial area of interest (dogs, cats or bunnies) and will start training once they are an official VBAS member. There are three levels of training for dogs and cats, and one level of training for bunnies. After completing training in one area of interest, volunteers can begin training in another area (e.g., If a volunteer chooses to train in dogs first, they would be able to train in cats after full completion of dog training). Volunteers are asked to complete training in each area of interest within a 12-month period. Volunteers are expected to respond to all training-related emails in a timely fashion.

Violations

We are a team-based organization that relies on an active communication process. Behavior that is disruptive to this process will not be tolerated.

If a violation occurs, the volunteer will receive feedback from the Volunteer Services Director or a member of the Board. If the problematic behavior continues, the volunteer will be required to meet with the Board. If the issue is not resolved and constitutes a compromise of ethics, morals, or standards of the police department and/or the volunteer group, the volunteer will be asked to leave in order to preserve the professional standards and safety which are required at the Shelter.

Voluntary Archiving and Termination

Volunteers who will be absent for an extended period have the option of requesting that their volunteer status be voluntarily archived, which will allow the reinstatement to active volunteer status without having to repeat the processes required to become a volunteer. To request voluntary archiving or reinstatement, please contact the Volunteer Services Director. Absent extraordinary circumstances, requests for voluntary archiving for periods longer than six months may not be granted and/or may require the volunteer to agree to complete all levels of training for the animal(s) of his or her choice.

If a volunteer determines that he or she can no longer commit to the VBAS, the Volunteer Services Director must be notified. Once a volunteer has voluntarily terminated from the VBAS, he or she must go through the Orientation and background check process to return.

Anti-Retaliation and Open Door Policy

The VBAS requires that the members of the Board of Directors and volunteers observe the highest standards of ethics while volunteering for the VBAS or engaging in activities on behalf of or related to the VBAS. As volunteers and representatives of the VBAS, we must practice honesty and integrity in fulfilling our volunteer responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Anti-Retaliation and Open Door Policy is intended to encourage and enable volunteers to raise serious concerns internally so that the VBAS can address and correct inappropriate conduct and actions. It is the responsibility of all Board members and volunteers to report concerns about violations of the VBAS' policies or suspected violations of law or regulations that govern the VBAS' operations.

No Retaliation

The VBAS will not retaliate against any Board member or volunteer who in good faith reports a concern regarding unethical behavior, or a suspected violation of law, such as a complaint of suspected discrimination, fraud, or any other law or regulation governing the operations of the VBAS. A Board member or volunteer who retaliates against someone who has reported suspected unethical or illegal conduct in good faith is subject to discipline up to and including termination of volunteer or Board member status.

Reporting Procedure

The VBAS has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with the Volunteer Services Director. If you are not comfortable speaking with the Volunteer Services Director or you are not satisfied with the Director's response, you are encouraged to speak with any Board member. Volunteer Services management is required to report complaints or concerns about suspected ethical and legal violations to the Board of Directors, who has the responsibility to investigate all reported complaints. Complaints of suspected unethical or illegal conduct will be kept confidential to the extent possible, consistent with the need to conduct a thorough investigation.

Board of Director Responsibilities

The Board of Directors is responsible for ensuring that all complaints about unethical or illegal conduct are promptly and thoroughly investigated. The Board of Directors is also responsible for ensuring that all complaints are brought to a timely resolution and appropriate corrective action is taken, if necessary.

Good Faith Complaints and Cooperation

Anyone making a complaint concerning suspected unethical or illegal conduct must be acting in good faith and have reasonable grounds for believing the information disclosed. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense subject to discipline up to and including termination of volunteer or Board member status. Volunteers and Board members are required to cooperate with investigations conducted under this policy and must respond promptly, completely and accurately to inquiries under this policy. Attempting to prevent or persuade another individual from being honest or cooperating with an investigation under this policy is prohibited. Violations of this policy will result in discipline up to and including termination of volunteer or Board member status.

Termination Policy

VBAS reserves the right to terminate a volunteer's service at any time if it appears to be in the best interest of the organization. Possible grounds for termination may include, but are not limited to, the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property or misuse of equipment
- Failure to adhere to VBAS policies and procedures
- Failure to adhere to BAS policies and procedures
- Neglect of time commitment

Harassment of a staff member or fellow volunteer will lead to immediate dismissal from the volunteer program.

Volunteers reserve the right to terminate their service at any time by notifying the Volunteer Services Director or a Board member.

Social Media and Discussion Board Policy

The VBAS social media accounts and discussion board are dedicated to discussing Burbank Animal Shelter matters. We encourage everyone to work together to help develop VBAS' social media presence as one way to further our common goal of protecting the welfare of the Shelter's animals. To best serve our common goal, we ask that you comply with the following guidelines when posting to the VBAS social media accounts or discussion board, or messaging in connection with these accounts:

- Please do not use profanity in your messages.
- Please do not post personal attacks, or excessive and explicit criticism of other individuals or organizations.
- Please avoid excessive negativity, and incitement and/or approval of violent or illegal activities.
- Unlawful or objectionable content is expressly prohibited, including unlawful, harassing, defamatory, abusive, threatening, harmful, graphic, obscene, profane, sexually oriented, offensive or otherwise objectionable material.
- We do not allow advertising.
- Please avoid spamming or off-topic material.
- If you use multiple logins for the purpose of disrupting the community or annoying other users you may have action taken against you.
- Posts regarding euthanasia are strictly prohibited and questions regarding euthanasia should be directed to a member of the VBAS Board of Directors or management team.
- Please refrain from posting requests for financial assistance on your personal owned pets.
- Unless you are a member of the VBAS Board of Directors or management team, please do not post any information that could be reasonably perceived as stating the official policy, procedure, or position of the VBAS or the BAS regarding any matter.

We will remove content and messages which do not follow the above guidelines. The VBAS reserves the right to delete any contribution, or take action against any account, at any time, for any reason, including permanent bans of your IP address. Failure to comply with this policy may result in corrective action, up to and including the immediate revocation of volunteer status. The VBAS reserves the right to modify or expand this policy as necessary.

Volunteer Procedures

Volunteers may choose to assist in one or several of the following categories: dog care, cat care, rabbit care, administrative tasks, kitten fostering or as an assistant in the medical program. Regardless of which category you choose, the following procedures must be adhered to during your shift.

- When arriving at the Shelter, sign out a set of kennel keys from the front desk and pick up your photo ID badge in the Volunteer Office.
- When leaving the Shelter, put kennel keys and photo ID badge back in their appropriate places.
- When working on Shelter projects or off-site events, be sure to log your hours through Volgistics. This can be done from the Volunteer Office computer or from home. All volunteers are assigned an ID and password.
- Always wear a volunteer t-shirt and/or apron, closed toe shoes, long pants and photo ID badge/nametag.
- Check with the Kennel Attendant when you arrive. He or she will direct you as to what jobs are most urgent.
- Introduce yourself to the Kennel Attendants, ACOs and other volunteers.
- A dry erase board is located on each kennel. Do not write on the kennel cards for any reason. Using a marker note the following info on the dry erase board, erasing previous dates:
 - after taking a dog for a walk or exercise session in the yard – write “walk” and the date
 - after bathing – write “bath” and the date
 - after socializing – write “soc” and the date

No other comments are to be added to the dry erase boards.

- Always check to be sure another dog is not in the exercise yard before taking a dog in.
- Always announce that you are bringing a dog through the cat room and wait for a response before entering.
- Always clean up after dogs in the exercise yard.
- **Only** show an animal if the kennel card contains the green **AVAILABLE** sticker **and** you have completed Level 2 training.
- Prospective adopters **cannot** walk a dog to or from the exercise yard.
- Public may not be left alone in the yard or back Shelter areas.
- The general public is **only** allowed in the main kennels, the main cat room and the rabbit corral. If they are searching for a lost animal, they must be escorted when looking at animals in any non-public areas of the Shelter.
- All animals must, by state law, be spayed or neutered before leaving the Shelter.
- The following are some of the jobs that need to be done on a daily basis:
 - Hosing kennels
 - Cleaning cat cages
 - Feeding rabbits and cleaning hutches
 - Laundry
 - Socialization of dogs, cats and rabbits
 - Walking/exercising dogs
 - Showing animals for possible adoption
 - Bathing and grooming dogs
 - Washing dishes
 - Cleaning exercise yard
 - Cleaning portable kennels

Volunteer Programs

Every day, our volunteers provide medical care to our animal residents, foster abandoned litters of kittens and add joy to the lives of the animals in the Shelter. Committed to the philosophy that each and every animal is a unique and valued being, our programs would not be possible without the dedication and hard work from our volunteers.

If you are interested in participating in or leading any of the following programs, please contact the program manager or director (as listed on the bottom of the weekly email update) for more information.

Adult Dog Foster Program (ADF)

The Adult Dog Foster program allows the VBAS to place certain dogs in foster homes where they can receive one-on-one attention, further their chances of placement in forever homes, create more space in the Shelter, and help reduce euthanasia. Volunteers interested in being considered as a foster parent to adult dogs, should reach out to the ADF coordinator for more information.

Animal Bios

Volunteers who work in the kennels and cattery will often notice animals that are hard to place. With some personalized information, that same animal can become more attractive to adopters. A quick read gives customers (as well as volunteers) general knowledge of the animal that may not be on the kennel card or obvious. Based on experience socializing with the animal, volunteers may write up a biography of the animal stating its likes, dislikes, cute behaviors, training needs, etc. and submit the bio to the Adoption Services Director or other designated VBAS volunteer. **Upon approval by the staff**, the bio will be prepared and displayed on the animal's kennel.

Barn Cat Program

The Shelter continually receives many cats that are not social enough to be adopted as house pets. Volunteers are needed to help find relocation facilities for these cats. Often we are able to find these un-socialized cats a home at a barn, stable or industrial site where they can be a natural deterrent to rodents.

Continuing Education and Educational Reimbursement

The VBAS recognizes the importance of continuing education and seeks to assist volunteers in good standing (i.e., working within organization guidelines, regular attendance at meetings, regular presence at Shelter, logging a minimum of 8 hours per month, etc.) who wish to participate in approved animal education seminars and/or conferences by helping with their registration fees.

In exchange for this reimbursement, it is expected that volunteers will share their new knowledge with the VBAS (e.g., speaking with the training team or presenting at a General meeting) so that the organization can benefit as a whole.

Volunteers in good standing attending approved conferences/seminars will be offered a 50% reimbursement of their registration fees. Board and Management team members will be offered a 100% reimbursement of their registration fees. Additional costs, such as travel, lodging, food, etc., are not covered.

The exact amount to be reimbursed will be agreed upon via email prior to the conference.

To receive reimbursement, volunteers must inform the Training Manager of their intention to participate in the conference/seminar prior to attending. *Requests made after participation in any conference/seminar will not be considered.* The Training Manager will review the organization and agenda to ensure alignment with VBAS beliefs and teachings.

Continuing Education and Educational Reimbursement (continued)

If approved, the volunteer will receive a notification from the Finance Chair with the amount to be reimbursed and the terms of the agreement. The volunteer must reply to the email that they accept the terms in order for the agreement to be valid.

The following are steps for reimbursement after approval and agreement:

1. Volunteer will register and pay for the conference/seminar.
2. Volunteer will complete and submit an expense report with the conference/seminar receipt as proof of registration and payment.
3. Volunteer will attend the conference/seminar and provide proof of attendance. *Volunteers who do not attend the conference/seminar will not be reimbursed.*
4. Volunteer will receive the agreed-upon reimbursement amount after Steps 1-3 are completed.

The VBAS will reimburse a maximum of three (3) conferences/seminars per year, per volunteer.

The VBAS reserves the right to alter all terms to this education reimbursement policy.

Fundraising and Development

Successful fundraising equals more opportunity for successful programs. Fundraising is necessary to gain revenue to support our various programs throughout the year. Volunteers are needed to spearhead fundraising events, work on committees and help on fundraising event days. Full participation of the volunteers, their families and friends can help ensure a fun-filled, successful outcome.

Happy Tails Hikes

Happy Tails Hikes are a way to allow Shelter dogs to meet the public while getting some much needed exercise and time away from their kennels. The hike takes place at Stough Canyon in Burbank on the first and third Sunday of every month, weather permitting. Volunteers interested in taking dogs on the hike will need to complete Level One dog training and a hike observation and be approved by either the Senior ACO or the trainer supervising the hike.

Kitten Foster Program (KFP)

Each spring through late fall, the Shelter receives abandoned litters of kittens or strays under 8 weeks old. Foster volunteers take the kittens into their homes and raise them until they are 2 pounds in weight. Kitten adoption fairs are regularly held to help with placement of these kittens. Medical costs and food are covered by VBAS.

Medical Program

Our veterinarian staff is always in need of assistants or back-ups for the medical program. As the medical staff are responsible for administering shots and testing each animal that enters the Shelter, assistants are needed to help round up the animals from the kennels, hold them, weigh them, etc. Assistants in this area will most likely work with all animal types.

New Programs and Projects

Most current VBAS programs started out as a volunteer's idea or suggestion. VBAS encourages its volunteers to think of creative and constructive ways to promote adoptions and to support the well-being of the animals. VBAS asks that volunteers submit ideas for new programs or projects using the VBAS Ongoing Program Proposal or the VBAS One-Time Project Proposal form. These forms facilitate VBAS and BAS review and approval and help to ensure that key aspects of new programs and projects have been thoroughly considered.

Newsletter

The VBAS publishes their digital newsletter, *City Paws*, for monthly distribution to donors and throughout Burbank and surrounding communities. If you'd like to help out, volunteers are always needed for various tasks associated with publication such as writing articles, graphic arts, editing, and administration.

Off-site Events

To help promote the VBAS and Burbank Animal Shelter, we participate in various community events throughout the year. Volunteers are needed to represent the Shelter at events such as Burbank on Parade, Burbank Police & Fire Service Day and community adoption events. Upcoming events are discussed at the monthly meetings and are sent to volunteers via email updates.

Photo Team

The Photo team meets each Thursday to take photos of our animal residents for publishing on the web site and social media. Volunteers interested in assisting with wrangling or taking photos should contact the photo team leader.

Pick a Card Program

VBAS pays 50% of the adoption costs for certain animals to increase their likelihood of adoption:

- Long-term residents – animals at the Shelter more than five months
- Senior residents – animals more than 7 years of age
- Bonded pairs

Post-adoption Training Program for Dogs

For an added incentive to adopters of certain dogs, VBAS will provide payment for up to three sessions with BAS-approved animal trainers. Dogs in the post-adoption training program are selected by BAS staff.

Publicity and Social Media

Volunteers work hard to keep up our presence on social media sites by posting photos and videos and sharing information about adoptable animals and our fundraising efforts. The VBAS social media team manages our website, Facebook and Instagram accounts.

Puppy Foster Program (PFP)

Occasionally puppies arrive at the Shelter without a mother and are too young to be left alone. Volunteers can foster these puppies until they are of adoptable age. Puppies will need to be returned to Shelter prior to the adoption date for viewing by the general public.

Seniors for Seniors Program

The Burbank Animal Shelter provides a 75% reduction in adoption fees for Southern California senior residents, age 60 and older, adopting a dog, cat or rabbit that is seven years or older. Seniors for Seniors adopters are responsible for all vaccination costs.

Volunteer Trainer

Each new volunteer goes through the VBAS volunteer training program, the Parker System. Interested volunteers who are comfortable with the policies and procedures of the VBAS and working with the animals, may apply to become a volunteer trainer (or back up) in their area of interest – dogs, cats or rabbits. Volunteer trainers are responsible for teaching new volunteers how to work with animals in basic care, adoption or more advanced concepts.

Appendix: General Shelter Information

Adoption Fees*

Adoption fees include vaccinations and microchip.

	Unaltered	Altered
Dogs	\$125	\$90
Cats	\$85	\$50
Bunnies	\$30	\$15

Annual License Fees*

	Unaltered	Altered
Dogs	\$100	\$20
Cats	\$5	\$5

Horses: \$15

Wild Animal Permits: \$15

**Note: All fees subject to change*

Adoption Procedure

The animal is available for adoption when the Shelter opens on the Review Date marked on the kennel card. Once an animal is available, the kennel card will have a green **AVAILABLE** sticker on it.

Before an animal can be shown, the interested party must complete an adoption questionnaire. After a KA or volunteer reviews the questions with the potential adopter and there are no obvious concerns, the animal can be shown. The questionnaires are located on the counter behind the front desk and on the wall between the cat showing room and back kitchen.

All questionnaires must be fully completed by the potential adopter and the volunteer:

- Ensure the applicant has signed and dated the application and has fully completed all fields, including their contact information.
- Ensure the volunteer or KA has completed the information in the grey area on the top right of the form (Animal #, Kennel #, Counselor Name, Date).
- Write any relevant notes on the back of the form. There should always be notes written by the person interviewing the potential adopter, including writing “adopted” when an adoption has taken place. No form should be left blank on the back.
- Regardless of whether or not an adoption takes place, leave the completed questionnaire in the designated bin behind the front counter. **Do not** give the questionnaire back to the potential adopter.
- If an adoption does not take place and the potential adopter returns to the shelter at a later time, ask the front desk for the previously completed questionnaire and add the date and additional notes on the back of the form. **Do not** give the questionnaire back to the potential adopter.

Before an animal can go home, it must be spayed or neutered. All alterations are done at the Shelter by staff veterinarians. The animal may generally be picked up the day after the surgery.

Raffle Procedure

On the day that an animal becomes available, if there is more than one person interested in the animal and present at the shelter at opening time, there will be a raffle. One person from each family gives the front desk an ID and receives a raffle ticket in return. Whoever has the winning raffle ticket has the first interview and meeting with the animal; however, they are not guaranteed to be approved for the adoption. If they are approved, any members of the family who are not present at the time must come into the shelter on the same business day to meet the animal before the adoption will be finalized. Anyone who is interested in an animal who most likely will be having a raffle should be given a copy of the flyer from the front desk with the raffle rules.

Euthanasia

The Burbank Animal Shelter is a public, open admission facility and is not a “no kill” Shelter. The Burbank Animal Shelter cannot adopt out sick, injured, vicious or feral animals. If these animals cannot be healed or socialized, they may be humanely put to sleep. Euthanasia is done by injection and is completely painless for the animal. It is our goal to hold animals as long as they are possibly adoptable, but unfortunately, animals may be euthanized due to lack of room, behavior or health.

Volunteers **do not** participate in the euthanasia process and **are not** to discuss euthanasia with the BAS staff.

As volunteers we must be able to separate our personal emotions from our professional behavior. Euthanasia is a very difficult decision for all involved. The staff empathizes with the feelings of the volunteers, and it is imperative that we act in a reasonable, calm and pragmatic manner. The Volunteer Services Director and VBAS Board members are always available to provide support and address questions.

Harassment by a volunteer toward staff members in regards to euthanasia is cause for immediate dismissal from the volunteer organization.

Health Examination

The medical staff examines every animal that is received at the Shelter. The animals are checked for injuries and general health conditions. To ensure the health of the general population, every incoming dog and cat receives the appropriate vaccinations. Cats are also tested for Feline Leukemia (FELV). In addition, kittens over 6 months old are tested for Feline Leukemia (FELV) and Feline AIDS (FIV).

Types of Animal Holds

Animal holds are indicated in the comment section on the kennel card. Some of the more common types of holds are defined below.

Stray Animals: Animals that are picked up as strays in the community are held for 6 days to give owners a chance to claim their animals. On the 7th day they become available for adoption. The available date (Review Date) is marked on the white kennel card.

Owner Only: Animals that have identified owners are held until claimed. The identified owner is sent a letter notifying him or her that the animal is being held. If the animal is not claimed after a reasonable time, it may be released for adoption.

Owner Surrender: Animals that are surrendered by their owner are typically held for three days before being available for adoption, to make sure they are medically and behaviorally sound.

Safekeeping: Animals that are held because their owner has been arrested, hospitalized, displaced due to fire, etc.

Evaluation: Animals that are held for additional behavior or medical evaluation.

Appendix: Volunteer Dos and Don'ts

Working with animals is not an easy job. Dealing with people and animals can be very emotional. Regardless of what happens during the day, it is important that you do not take negative feelings and emotions out on customers.

Our Shelter is dependent on public support. What you do and how you act affects the public's view of the Volunteers of the Burbank Animal Shelter. Always treat the public as you would wish to be treated.

DO

- Do schedule yourself for the shift you will be working, preferably at least one full day in advance.
- Do familiarize yourself with the literature in the Shelter so you can give appropriate information to the public.
- Do make friends. Introduce yourself to other volunteers and staff.
- Do assist the public and the staff as assigned.
- Do introduce yourself to the public and let them know that volunteers are there to answer questions and assist with animal introductions and adoptions.
- Do educate the potential pet owner about providing a good home.
- Do be sure kennels and cages are locked at all times.
- Do report any signs of illness or abnormal behavior in an animal to staff.
- Do observe disinfectant procedures.
- Do be responsible for cleaning up after yourself.
- Do wear your photo ID badge and apron and/or VBAS t-shirt at all times to be identified as a volunteer.
- Do pitch in where help is needed.
- Do have a desire to make a difference.
- Do show initiative and be self-motivated.
- Do communicate any concerns to the Volunteer Services Director or a member of the Board.
- Do ask for help if you need it.
- Do take the time to do the job right the first time.
- Do make this a fun and positive experience.

DON'T

- Don't ignore policy or let personal feelings get in the way of adhering to policy.
- Don't act in a confrontational or combative manner towards the public or interfere while they are browsing or meeting an animal.
- Don't lay guilt trips on potential adopters. A bad placement is worse than no placement.
- Don't show an animal that is not available.
- Don't openly criticize or question euthanasia decisions.
- Don't let members of the public handle any animals without supervision.
- Don't speak badly of fellow volunteers. If there is a problem, work to solve it proactively.
- Don't forget that your job here is important, your presence is important, and you are valued and appreciated.

Appendix: Volunteer Training Program

Mission Statement

To provide comprehensive training to the Volunteers of the Burbank Animal Shelter, enabling VBAS volunteers to improve the quality of life for Shelter animals through the performance of day-to-day animal care, socialization and adoption-related tasks.

Goal

To create and sustain a trained group of volunteers who share a common understanding of animal care, Shelter rules and adoption procedures consistent with the policies and procedures of the Burbank Animal Shelter. Furthermore, this program fosters a sense of community among the volunteer group and with the staff of the Shelter.

Program

Training is mandatory for all volunteers. After a volunteer has been cleared by the police department, a representative of the Volunteer Services department will contact the volunteer to schedule onboarding. At that time, the volunteer will be asked to select training from the one of the following areas:

- **Dogs:** Red (Three levels: Cleaning/Socializing, Adoptions and Capstone with the Staff)
- **Cats:** Blue (Three levels: : Cleaning/Socializing, Adoptions and Capstone with the Staff)
- **Bunnies:** Green (One session: Cleaning, Socializing and Adoptions)

After completing each session, volunteers are expected to practice the skills learned in that session. Pauses between sessions are scheduled to allow ample time for the volunteer to practice and become comfortable with what they have learned before moving on to the next level or session.

After the completion of each level of training, volunteers will receive a corresponding colored sticker on their ID badge.

Basic training will be provided in all areas, with advancement sessions in dogs and cats. If a new volunteer shows an interest in more than one area, they will have to identify dogs or cats as their primary interest first. Upon completion of that course series, the secondary area can be pursued. However, Bunny Training is an exception and can be completed at any time after onboarding.

The medical training program is a one-on-one course only and is taught by the Shelter's Registered Veterinarian Technician, who will continue to oversee the medical volunteers during their time assisting in the medical office. Interested volunteers must complete Level One of at least one animal before applying to volunteer in Medical. After completion of Level One of at least one animal, interested volunteers should contact the Medical Liaison to discuss the Medical Program and schedule an interview. Volunteers approved to pursue the Medical training track will then complete any Level One courses they have not already taken so that they are able to handle dogs, cats and bunnies.

Example Training Routine

(To be completed in 12 months)

[Onboarding / Introductory Tour of the Shelter](#)

Each new volunteer will be required to attend an onboarding session, including an introductory tour of the Burbank Animal Shelter. This will give the new volunteer the opportunity to meet staff and other new volunteers, purchase a VBAS shirt or apron, and learn the layout of the Shelter. This tour will take approximately one hour.

Volunteers of the Burbank Animal Shelter (VBAS)

Level One: Cleaning/Socializing

The beginning level consists of either one session for cats, one session for bunnies, or two sessions for dogs. The new volunteer attends sessions led by a volunteer trainer. The purpose of this level is to learn:

1. Shelter rules and regulations
2. Basic Shelter maintenance
3. How to take care of the animals' needs
4. How to transport an animal

Each session lasts at least one hour, no more than two.

Level Two: Adoption

The intermediate class consists of two sessions. The new volunteer attends sessions led by a volunteer trainer who will:

1. Review their basic knowledge from Level One
2. Discuss adoption policies and procedures
3. Provide guidance on how to effectively interact with the public

After completion of the first session, volunteers are required to shadow or participate in adoption interviews prior to attending the second session. These sessions are a minimum of one hour, no longer than two.

Level Three: Capstone with the Staff

The advanced class consists of one session led by a member of BAS staff who will:

1. Review what the volunteer has learned so far
2. Answer any questions on policy, procedure and style
3. Discuss and provide hands-on practice, if applicable, in more advanced techniques for working with the animals and adoption techniques

There might be mock scenarios the volunteer is asked to solve and the trainer might observe the volunteer's behavior during an actual adoption interview. Advanced sessions last a minimum of 90 minutes, no longer than two hours.

Altogether, the new volunteer will have up to five sessions of training in each training track. They will have 12 months to complete the classes.

Upon commencement of training, the volunteer will identify a personal schedule of at least eight hours a month, scheduled in Volgistics.

Buddy Training

Buddy Training is offered on request only. Interested volunteers should contact a Training Manager. The purpose of Buddy Training is to give the new volunteer extra time with a senior volunteer in their area of interest (dogs, cats or bunnies). During the Buddy Sessions, the Buddy Trainer and new volunteer will work together to review one or more of the following in the new volunteer's area of interest (dogs, cats or bunnies).

1. General VBAS policies and procedures
2. Specific issue identified by a trainer (adoptions, general confidence)

A volunteer may work with a Buddy Trainer any time during or after their regular training. The Buddy Trainer and new volunteer may team up for one to three sessions, depending on the volunteer's comfort in their area of interest.

Off-site Event Training

Throughout the year, VBAS volunteers participate in various community events held off site. Volunteers are required to attend Off-site Event Training before volunteering at an event in any capacity other than set-up or tear-down.

Off-site Event Training is led by a volunteer trainer who will:

1. Discuss types of roles available at event and training prerequisites for each
2. Review animal transportation procedures
3. Discuss animal care and safety at events
4. Provide guidance for interacting with the public at events

Sessions last 60 to 90 minutes.

Refresher Training

Volunteers are responsible for being aware of and complying with any changes to Shelter policies and procedures. While changes may be discussed in the General meetings, the official and comprehensive notification is done via the weekly email update. To ensure that all volunteers are operating with up-to-date knowledge of current procedures, it is a requirement for active volunteers to attend a refresher training session no less than once every two years.

Refresher training sessions last two to two and a half hours.

Note: Refresher training is designed for active volunteers to ensure that their knowledge remains current. Volunteers who have not been actively working with the animals at the Shelter for six months or longer must repeat the complete training series for the type(s) of animals they wish to resume working with.

Appendix: Cleaning Cat Kennels

Please follow steps below in the following order for each kennel.

NOTE: *Do not attempt to clean Maternity or Hospital without permission from the Kennel Attendants.*

1. To minimize the spread of infectious diseases wear latex gloves and change them after each kennel.
2. Close the door to the room you are working in:
 - a. Remove cat(s)/kitten(s) using the feral boxes
 - b. Clean around cats in Main/Outdoor
3. Remove and discard old food, water, litter box and old newspaper liner.
4. Use a dry hand towel to sweep out litter debris, then spray Accel solution into the hand towel and wipe down the kennel.
5. Replace newspapers creating back and side splashes in the kitten room and adult cat room.
6. Refresh water using same bowls. Prep new dishes of wet and dry food based on the age or dietary needs of the cat.
7. Move the cat back into the cage, open the feral box, and lock the kennel before moving on to the next.

Food

- Always check the Kennel Card for special dietary instructions.
- Check the fridge for medical food before opening a new can.
- When in doubt ask a Kennel Attendant.

Litter Pans

- Only disposable litter pans are to be used.
- Dispose of used litter pans in the trash.
- Litter pans should never be shared between cages.
- Litter and pans/trays are found at the litter tray filling station in the garage.

Note: Maternity and Medical use dustless litter.

Accel Mix for Cleaning

Kennel attendants usually create the mix. For every gallon of water, use two ounces (two pumps) from the five gallon jug of Accel concentrate.

<u>ACCEL</u>	<u>WATER</u>
2 Pumps	1 Gallon
4 pumps	2 Gallons
6 pumps	3 Gallons
8 pumps	4 Gallons

Appendix: Cleaning Dog Kennels

To clean outside portion of kennels:

1. Close metal partition so dog is on the inside of the kennel.
2. Hose down the concrete. Metal scrapers are available on each kennel row to scrape areas that cannot be cleaned by the hose alone.
3. Hose down the kennel walls and door to remove urine. This is especially important in hot weather to control odor and so as not to attract flies.
4. Check under the metal flap covering the sewer to verify all fecal matter has been removed. Metal flap can be raised with the metal scraper.
5. Take care not to allow toys or bedding to get washed into the drain. It will clog the sewer system.
6. Once the area has been cleaned, open the metal partition to let the dog out. For climate control, take care to open the partition only enough to allow the dog to move in and out freely.

To clean inside kennels: (Never enter a kennel if the dog is nervous or aggressive.)

Note: Dogs often spill their dry food or make a mess of the bedding.

1. Close the metal partition so the dog is on the outside of the kennel.
2. Sweep up any spilled food and refill food bowl, replace bedding if necessary and hose down any fecal matter or urine so that it drains into the sewer.
3. If necessary, inside hoses are available to hose urine or fecal matter from kennel.
4. Take care not to allow toys or bedding to get wet or to get washed into the drain. They will clog the sewer system.
5. Yellow Caution signs should be placed over any wet areas in the corridor to prevent slipping.
6. Do not put bedding or toys in the cage without permission from a Kennel Attendant.
7. Both the dog kennels and the bunny corral have misting systems that should be used to keep the animals cool in hot weather. Check with Kennel Attendants before turning on the misters.

Appendix: Bunny Corral

Rabbits cannot tolerate heat. It is imperative that they have sufficient water at all times.

- Food is in the storeroom.
- Absorbent material (wood shavings) is held in trashcan in corral.
- Hay is kept in corral.
- Trash can for litter is kept in corral.
- Inform a Kennel Attendant if supplies are low.
- Litter boxes need to be cleaned daily. After wiping out litter boxes, clean with vinegar, wipe, and then fill with some wood chips and hay.
- Clean metal tray by dumping old newspapers and replacing with fresh. No need to wash the metal trays.
- The inside of the cage should be cleaned of any droppings or urine.
- Food bowls should be cleaned and refilled.
- Water bottles and/or bowls should be refilled.
- In Hot Weather – If rabbits are in the corral, frozen water bottles (found in kitchen freezer) should be placed in each cage and rotated if possible.
- Greens are in the refrigerator in the back kitchen. Please ask Kennel Attendant if it is OK to feed these to rabbits.
- Give each rabbit fresh hay and greens, if available and appropriate.
- Cement area should be swept and hosed down.
- Feel free to bring in greens for the rabbits.
- Ask a Kennel Attendant before moving rabbits into or from the exercise pens.
- If bunnies are in the conference room due to weather or other factors, DO NOT use the conference room sink as a disposal for anything.

Bunny Tips:

- To safely carry a bunny, place one hand behind the forelegs and the other under the rump. Hold the bunny close to your body and sort of bury their head in the crook of your arm.
- If you must take the bunny out of the cage but it's really frightened, drape a towel over its head – the darkness will relieve the anxiety.
- Always approach a rabbit from the side and not straight forward (just as you do with a horse); they have better vision from the side.

Appendix: Useful Websites

Volunteers of the Burbank Animal Shelter:	www.thevbas.org
Pet Harbor – For Lost and Found Pets:	www.petharbor.com
ASPCA Professional (free webinars on animal Sheltering topics):	www.aspcapro.org/resource-library
The Humane Society of the United States:	www.hsus.org
Society for the Prevention of Cruelty to Animals, LA:	www.spcala.org
<u>Cat Information</u>	
Alley Cat Allies – The National Feral Cat Resource:	www.alleycat.org
Stray Cat Alliance:	www.feralcatalliance.org
<u>Rabbit Information</u>	
San Diego House Rabbit Society:	www.sandiegorabbits.org
House Rabbit Society:	www.rabbit.org
<u>Dog Information</u>	
Dog Behavior:	www.ispeakdog.org
Dog Training:	www.dogmantics.com
Dog Breed Information:	www.akc.org/dog-breeds https://www.ukcdogs.com/breed-standards
Pit Bull Information:	www.animalfarmfoundation www.badrap.org
<u>Other Informative Sites:</u>	www.petorphans.org www.lindablairworldheart.org www.pcdogrescue.org