



# Volunteer Handbook

October 2023

## Table of Contents

<b>Table of Contents</b>	1
<b>Welcome to the VBAS!</b>	4
Our Mission	4
<b>Volunteer Resources</b>	5
Burbank Animal Shelter General Information	5
VBAS Board Members	6
Important Phone Numbers	6
Internet Resources	6
Meetings	6
Newsletter	7
Leadership Team & Program Coordinators	7
<b>Volunteer Guidelines</b>	8
Absences	8
Background Check	8
Conduct	8
Disasters or Emergencies	8
Dress Code	8
Injuries	8
Involuntary Archiving and Termination	8
Monthly Meetings	9
Parking	9
Scheduling and Logging Hours	9
Smoking	9
Time Commitment	9
Training	9
Violations	10
Voluntary Archiving and Termination	10
<b>Volunteer Core Competencies</b>	11
<b>Anti-Retaliation and Open Door Policy</b>	12
Reporting Responsibility	12
No Retaliation	12
Reporting Procedure	12
Board of Director Responsibilities	12
Good Faith Complaints and Cooperation	12
<b>Termination Policy</b>	13
<b>Social Media and Discussion Board Policy</b>	14
<b>Volunteer Procedures</b>	15
<b>Volunteer Programs</b>	16
Adult Dog Foster Program (ADF)	16

Animal Bios	16
Barn Cat Program	16
Continuing Education and Educational Reimbursement	16
Fundraising and Development	17
Happy Tails Hikes	17
Kitten Foster Program (KFP)	17
Medical Program	17
New Programs and Projects	17
Newsletter	18
Off-site Events	18
Photo Team	18
Pick a Card Program	18
Post-adoption Training Program for Dogs	18
Publicity and Social Media	18
Puppy Foster Program (PFP)	18
Seniors for Seniors Program	18
Volunteer Trainer	18
<b>Appendix: General Shelter Information</b>	19
Adoption Fees	19
Adoption Procedure	19
Adoption Raffles	19
Euthanasia	19
Health Examination	20
Types of Animal Holds	20
<b>Appendix: Volunteer Dos and Don'ts</b>	21
DO	21
DON'T	21
<b>Appendix: Volunteer Training Program</b>	22
Mission Statement	22
Goal	22
Program	22
Example Training Routine	23
Onboarding / Introductory Tour of the Shelter	23
Level One: Cleaning/Socializing	23
Level Two: Adoptions	23
Level Three: Specialized Topics with the Staff	23
Buddy Training	24
Off-site Event Training	24
Happy Tails Training	24
Refresher Training	25
<b>Appendix: Cleaning Cat Kennels</b>	26
Food	26
Litter Pans	26

Volunteers of the Burbank Animal Shelter (VBAS)

Accel Mix for Cleaning	29
<b>Appendix: Cleaning Dog Kennels</b>	27
<b>Appendix: Bunny Corral</b>	28
<b>Appendix: Useful Websites</b>	29

## 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 Parks and Recreation 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 Parks and Recreation 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. Closed Sundays, Mondays and major holidays
Superintendent:	Brenda Castaneda
Senior Animal Control Officer:	Stacie Wood-Levin
Staff:	Winnie Broussard, ACO (Animal Control Officer) John McCullough, ACO Dan Sheflin, ACO Donald Capes, ACO Eric Lozano, ACO Marissa O'Brien, Senior Front Desk Clerk Nick Bronk, KA (Kennel Attendant) Peyton Dang, KA Kristen Malkemus, 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

### VBAS Board Members

Board Chair:	Matt Robertson – <a href="mailto:mattr@thevbas.org">mattr@thevbas.org</a>
Finance & Development Chair:	Chris de Zorzi - <a href="mailto:chris@thevbas.org">chris@thevbas.org</a>
HR Representative:	Laura Thomasian – <a href="mailto:laura@thevbas.org">laura@thevbas.org</a>
Volunteer Representative:	Tammie Fagan – <a href="mailto:tammiefagan0305@gmail.com">tammiefagan0305@gmail.com</a>
Board Secretary:	Zeb Jones - <a href="mailto:zjrjones@gmail.com">zjrjones@gmail.com</a>
Board Member	Kim Freed – <a href="mailto:kim4sports@gmail.com">kim4sports@gmail.com</a>
Board Member	Don Burgess - <a href="mailto:donburgess@creativeintegrity.net">donburgess@creativeintegrity.net</a>

## Important Phone Numbers

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

## Internet Resources

VBAS Website: [www.thevbas.org](http://www.thevbas.org)

VBAS Calendar: [https://www.google.com/calendar/embed?src=vbasevents%40gmail.com&ctz=America/Los\\_Angeles](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]

Alternatively and expeditiously, use the following QR code and your volunteer ID number to login and logout for shifts:



Created: Jan 26, 2023, 3:00:09 PM  
Expires: Never.

This code is also posted on the bulletin board in the volunteer office. Note that your volunteer ID number is printed on your badge and also on the look up sheet next to the computer in the volunteer office.

## 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: [eleanor@thevbas.org](mailto:eleanor@thevbas.org).
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: [eleanor@thevbas.org](mailto:eleanor@thevbas.org).
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 2<sup>nd</sup> Saturday of every month, in the Burbank Community Services Building, or via Zoom. 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

## Volunteers of the Burbank Animal Shelter (VBAS)

update, as well as at the General Meeting. They usually take place on a Saturday or Sunday in the conference room at the Shelter or via Zoom. You are strongly encouraged to attend any that interest you.

### **Board Meetings**

Board Meetings are held on the 4<sup>th</sup> 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 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.

## Background Check

In addition to the LiveScan and NCSI online background checks completed during the initial volunteer onboarding process, volunteers are required to re-do the NCSI online background check every two years. Volunteers will be notified and provided information when it is time to complete this.

## 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.

## Disasters or Emergencies

In the event of an earthquake or other disaster, staff and volunteers should always meet in the front parking lot of the Animal Shelter. Depending on the extent of the damage, entry to the shelter will be determined at that time. Volunteers who are working at the shelter during an incident will be asked to stay and assist staff if they are able. Ideally, there will be a list of volunteers who will be called in to assist if circumstances allow. **(Volunteers wanting to be on that list should contact the Senior ACO so all contact information is current. We are also looking for a volunteer who would be willing to take the lead on making the calls for help to fellow volunteers if the need arises.)**

## 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

## Volunteers of the Burbank Animal Shelter (VBAS)

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 less than six months, it is necessary to contact the Volunteer Services Director to be reinstated. You may only be archived for a maximum of six months. Volunteers who do not contact the Volunteer Services Director within six months of being involuntarily archived to request reinstatement 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 Burbank Community Services Room, or via Zoom. 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 volunteers are required to volunteer 8 hours per month to remain an active volunteer. 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 two levels 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. Bunny training can be done at any time.

## **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 Parks & Recreation department and/or the Burbank Volunteer Program or VBAS volunteer groups, 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 for up to six months, which will allow the reinstatement to active volunteer status without having to repeat the processes required to become a volunteer. If a volunteer is archived for longer than three months (but less than six), a refresher training session will be required prior to returning to active status. To request voluntary archiving or reinstatement, please contact the Volunteer Services Director. Volunteers who do not contact the Volunteer Services Director within six months of being archived to request reinstatement will be 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. 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.

## Volunteer Core Competencies

To safely and effectively serve as a volunteer, individuals must possess the following essential capacities.

- Able to learn, retain, and comply with guidelines, policies, and training of the Burbank Animal Shelter (BAS) and the Volunteers of the Burbank Animal Shelter (VBAS).
- Able to follow directions and incorporate feedback given by the staff of BAS and the trainers, program managers or directors, and board of the VBAS.
- Able to exercise discretion and good judgment in only handling animals and performing tasks that the volunteer is trained for and physically able to manage safely.
- Must have quick reflexes, manual dexterity and ability to walk on uneven and sometimes wet and slippery surfaces.
- Vision (with or without correction) sufficient to move safely around the facilities, to observe animal body language, and to read notes on animals' paperwork
- Able (with or without aid) to hear calls of alarm such as audible warnings from others or sirens
- Physical strength sufficient to lift small to medium size animals (20-25 lbs) and/or safely control a dog on leash
- Able to bend and squat to leash/harness, clean kennels, or pick up an animal as needed
- Able to problem solve, be aware of potentially dangerous situations when working with the animals, remain calm with animals who are upset, and show good judgment and act appropriately in these situations.
- Able to cope with a highly emotionally-charged environment involving animals who are homeless, abandoned, injured and/or abused.
- Able to understand the BAS and VBAS policies and positions regarding adoptions and key animal welfare issues, and to be able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing VBAS.
- Able to verbally communicate effectively in English and have an email address that is reviewed regularly and be able to communicate via email promptly and effectively.
- Must be professional and respectful when interacting with the public, staff or other volunteers.
- Able to volunteer at least 8 hours per month and attend five general meetings per year.
- Able to complete all three levels of cat or dog training within one year of onboarding.
- Must wear the mandatory uniform: VBAS t-shirt and/or apron, name tag, long pants and closed-toe shoes.
- Must be at least 18 years old.
- No known concerns about tolerating exposure to zoonotic diseases such as ringworm and mange.
- Tetanus immunization strongly recommended

Reasonable accommodations for a disability or religious belief will be made where it does not result in an undue hardship. Please communicate with the Volunteer Services Director or HR Representative to the Board if you would like to request an accommodation.

## 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, insensitive remarks, 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.

Online activities conducted outside of VBAS social media accounts, but that relate to the VBAS or BAS, or are made by a volunteer who identifies themselves on social media as a volunteer with the VBAS, also are subject to this policy. Posts that violate this policy may result in the VBAS requiring that the post be deleted and/or identifiers as a VBAS volunteer on social media be removed.

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. A photo ID must be given to receive keys.
- 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/name tag.
- 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 “yard” 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.
- Adoptable animals are shown by appointment only. **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 unsocialized 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 primarily at Stough Canyon in Burbank on the first, third, and fifth Sunday of every month, weather permitting. Occasionally due to weather, the hike becomes a walk at a local approved park. Volunteers interested in taking dogs on the hike will need to complete Level One dog training, a hike observation, happy tails training and be approved by either the Senior ACO or volunteer lead 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 and one-on-one meet and greets 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 Police & Fire Service Day, National Night Out, Holiday in the Park 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 pay for limited post-adoption training 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

As adoption and licensing fees are subject to change and may vary based on a variety of factors (whether the animal is spayed/neutered, vaccinations provided, promotions, etc), please refer any questions to front desk staff who can provide you with adoption rates for a specific animal.

### 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 and schedule an appointment. 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 gray 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.

### Adoption Raffles

At times, raffles are held for popular pets. Interested adopters are asked to submit an adoption questionnaire in person or by emailing it to [adopt@burbankca.gov](mailto:adopt@burbankca.gov). Applications are received during a three day period. At the end of the submission period, a winner is chosen at random and invited to the Shelter for an adoption screening (adoption not guaranteed). Winners are contacted the following day and must be available to meet with that pet that same day or forego meeting the pet. More information on the adoption procedure with deadlines is added to the raffled pet’s profile. If the winner is not approved for adoption or decides not to adopt, a new raffle will be conducted until an adoption is successful.

## **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) 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 7<sup>th</sup> 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 potential volunteer has cleared the required background checks, 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 Specialized Topics with Staff)
- **Cats:** Blue (Three levels: : Cleaning/Socializing, Adoptions and Specialized Topics with Staff)
- **Bunnies:** Green (Two sessions: Cleaning, Socializing and Adoptions)

Once a volunteer selects the animal with which they want to start training, the Training Department will invite them to Level 1 training for that animal. Volunteers are expected to come to the Shelter after each training session to practice the skills they've learned. Pauses between sessions are scheduled to allow ample time for the volunteer to practice and to become comfortable with what they have learned before moving on to the next level or session. Each class builds on the skills learned in the previous class.

Note for dog volunteers: after each Level 1 session, volunteers must complete a Buddy Session with one of the VBAS trainers or with a senior volunteer. The purpose of the Buddy Session is to give the volunteer an opportunity to perform the skills they learned in training while having an experienced volunteer readily available to answer questions.

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

One dot indicates completion of Level 1

Two dots indicate completion of Level 2

One star indicates completion of Level 3 (dots are removed when the star is applied)

Basic training will be provided in all areas, with specialized topics covered in Level 3 for 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 Veterinary 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, receive a VBAS shirt and purchase an apron, and learn the layout of the Shelter. This session will take approximately 60-90 minutes.

### **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. Class size is limited to allow ample time for hands-on practice.

### **Level Two: Adoptions**

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

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.

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: Specialized Topics 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

Level 3 sessions typically last 90 minutes to 2 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.

The Training Department or Volunteer Services may require that a volunteer repeat one or more training classes if staff or VBAS leadership observes behavior that indicates they need retraining.



## **Buddy Training**

The purpose of Buddy Training is to give volunteers an opportunity to practice and gain confidence in their newly acquired skills while having a trainer or senior volunteer with them to answer questions and to provide guidance. A Buddy Training session is required after each Level 1 session for dog volunteers. Buddy Training sessions for cat and bunny volunteers and additional Buddy Training sessions for dog volunteers are available upon request. Interested volunteers should contact the Volunteer 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 (e.g., adoptions, general confidence)
3. Specific areas of concern for the volunteer (e.g., handling protocols)

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.

## **Happy Tails Training**

VBAS volunteers participate in hikes with shelter residents on the 1st, 3rd, and 5th Sundays of each month, weather permitting. Volunteers are required to attend Happy Tails Training to actively participate along with mandated shadowing. To handle a dog volunteers must also have at least Dog Level 1B training.

Happy Tails Training is led by a volunteer trainer who will:

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

Sessions last 45 to 60 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 had a gap in service of six months or longer must repeat the complete training series for the type(s) of animals with which they wish to resume working.

## 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

- Food is in the storeroom.
- Absorbent material is held in trash can in corral.
- Hay is kept in corral.
- Trash can for litter is kept in the 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 absorbent material and hay.
- Clean metal tray by dumping old newspapers and replacing them 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.
- 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.
- 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.

## Appendix: Useful Websites

Volunteers of the Burbank Animal Shelter:	<a href="http://www.thevbas.org">www.thevbas.org</a>
24Petconnect (pet lost & found):	<a href="http://www.24petconnect.com">www.24petconnect.com</a>
ASPCA Professional (free webinars on animal Sheltering topics):	<a href="http://www.aspcapro.org/resource-library">www.aspcapro.org/resource-library</a>
The Humane Society of the United States:	<a href="http://www.hsus.org">www.hsus.org</a>
Society for the Prevention of Cruelty to Animals, LA:	<a href="http://www.spcala.org">www.spcala.org</a>
<u>Cat Information</u>	
Alley Cat Allies – The National Feral Cat Resource:	<a href="http://www.alleycat.org">www.alleycat.org</a>
Stray Cat Alliance:	<a href="http://www.straycatalliance.org">www.straycatalliance.org</a>
<u>Rabbit Information</u>	
San Diego House Rabbit Society:	<a href="http://www.sandiegorabbits.org">www.sandiegorabbits.org</a>
House Rabbit Society:	<a href="http://www.rabbit.org">www.rabbit.org</a>
<u>Dog Information</u>	
Dog Behavior:	<a href="http://www.ispeakdog.org">www.ispeakdog.org</a>
Dog Training:	<a href="http://www.dogmantics.com">www.dogmantics.com</a>
Dogs Playing for Life:	<a href="http://www.dogsplayingforlife.com">www.dogsplayingforlife.com</a>
Enrichment:	
• Play groups	<a href="https://dogsplayingforlife.com/">https://dogsplayingforlife.com/</a>
• Nose work	<a href="https://k9nosework.com/">https://k9nosework.com/</a>
Dog Breed Information:	<a href="http://www.akc.org/dog-breeds">www.akc.org/dog-breeds</a> <a href="https://www.ukcdogs.com/breed-standards">https://www.ukcdogs.com/breed-standards</a>
Pit Bull Information:	<a href="http://www.animalfarmfoundation.org">www.animalfarmfoundation.org</a> <a href="http://www.badrap.org">www.badrap.org</a>
<u>Other Informative Sites:</u>	
Whole Dog Journal	<a href="https://www.whole-dog-journal.com/">https://www.whole-dog-journal.com/</a>