SPCA of Luzerne County Volunteer Application

524 East Main Street, Wilkes-Barre, PA 18702
(570) 825-4111

Thank you for your interest in the SPCA of Luzerne County. Please take a moment to complete this form.

- Due to the high volume of applicants that apply each day, your services may not be needed at this time. We will be in touch when new positions become available.
- We ask that all volunteers make a commitment for a minimum of 6 hours/month for 6 months.
- There is a $10 administrative fee associated with orientation.

PLEASE PRINT

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: _____ Home: _____ Work: _____

Email: _____ Date of Birth: _____

EMERGENCY CONTACT:

Name: _____

Cell Phone: _____ Home: _____ Work: _____

Relationship: _____

Are you being treated for any serious medical conditions? i.e. Epilepsy, Heart Condition, etc.

_____

Do you have any allergies to animals? _____

Do you have a valid PA driver's license? _____ If yes, number please: _____

IF UNDER 18 YEARS OF AGE:

All volunteers between the ages 15-18 must volunteer with a *parent/guardian* at all times.
The parent/guardian must attend orientation with the minor.

Parent/Guardian Name (please print): _____

Parent /Guardian Signature: _____ Date: _____

_____

Volunteer Name (if not parent/guardian): _____

Office Use Only: Date Received: _____ Date of Orientation: _____

☐ DP ☐ EXCEL ☐ TC TSHIRT: ☐ Y ☐ N MENTOR: ☐ Y ☐ N AREA: _____

☐ EVENTS ☐ SHELTER ☐ ☐ PETCO WB ☐ TNVR ☐ EDUCATION

Fee Received: _____ ☐ CASH ☐ CHECK Received By: _____

Completed By: _____ Completion Date: _____ VOLUNTEER ID# _____

PLEASE PRINT

Name:_____

Employment Information: (please check) ☐ Employed ☐ Retired ☐ Student ☐ Other

Employers Name: _____

Job Title: _____

Volunteering Information and Areas of Interest:

Have you volunteered at the SPCA in the past? Yes ☐ No ☐ If yes, when? _____

Do you volunteer for any other Animal Shelter/Organization? Yes ☐ No ☐

If yes, where? _____

Where did you hear about the SPCA's volunteer program? _____

Why would you like to volunteer? (please check the appropriate box with hours below)

☐ Personal Desire

☐ Community Service (Non - Court) - Hours required: _____ Reason for Hours: _____

☐ Court Ordered Community Service - Hours required: _____ Reason Ordered: _____

Do you have any pets? ☐ Yes ☐ No How many? _____

What types? _____

Please check all areas in which you want to volunteer:

☐ Cleaning/Feeding ☐ Socializing Dogs ☐ Socializing Cats ☐ Laundry ☐ Administrative Work

☐ Grooming ☐ Petco W-B Cats ☐ Events ☐ Trap/Neuter/Vax/Return

☐ Petco Edwardsville Cats ☐ Adoption Events ☐ Computer Help

Special interest/hobbies/other volunteer work: _____

_____

Please list any special skills or experience you may have that may benefit the SPCA:

_____

What do you expect to gain from volunteering here? _____

_____

FOR EACH OF THE FOLLOWING QUESTIONS BELOW, PLEASE MARK WHERE YOU FEEL YOU FIT ON THE SCALE. THE CLOSER YOU MAKE A MARK ON EITHER OPINION INDICATES THAT YOU FEEL THAT OPTION CLOSELY DESCRIBES YOU. THERE IS NO RIGHT OR WRONG ANSWER TO ANY OF THESE QUESTIONS. WE ARE SIMPLY TRYING TO GET A BETTER SENSE OF YOUR PERSONALITY.

I prefer to spend my time with: Animals or People

- ☐ Animals
- ☐ Mostly Animals
- ☐ Both
- ☐ Mostly People
- ☐ People

If I saw someone surrender their animal to the shleter, I would feel: Angry or Sad

- ☐ Angry
- ☐ A little upset
- ☐ Middle
- ☐ Somewhat sad
- ☐ Sad

I want to volunteer to: Relax or Keep Busy

- ☐ Relax
- ☐ Middle
- ☐ Keep Busy

If a volunteer or staff member told me I was doing something incorrectly I would be: Thankful or Offended

- ☐ Thankful
- ☐ Middle
- ☐ Offended

I believe spaying/neutering is: Not right or Very Important

- ☐ Not right
- ☐ Middle
- ☐ Very Important

I believe euthanasia is: Always wrong or Acceptable under circumstances

- ☐ Always wrong
- ☐ I don't agree but I understand
- ☐ Middle
- ☐ Acceptable under circumstances

The SPCA of Luzerne County compassionately euthanizes terminally ill, shelter depressed and/ or dangerous and/or aggressive animals. Space and veterinarian recommendation may also be a contributing factor. Volunteers are not involved.
Please inital indicating you understand and accept this policy.

_____

VOL # _____

SPCA OF LUZERNE COUNTY
VOLUNTEER CONSENT NOTIFICATION AND RELEASE AGREEMENT

This Agreement is hereby entered into by and between the Society for the Prevention of Cruelty to Animals of Luzerne County, Inc. (hereinafter referred to as the "**SPCA**") and the "**VOLUNTEER**".

_____ Date: _____

(Please Print Name)

Witnesseth:

WHEREAS, the **SPCA** is a nonprofit corporation and has a need for people to perform various duties and tasks and,

WHEREAS, **VOLUNTEER**:

1. Is desirous of performing these various volunteer duties and tasks for the **SPCA**, and
2. Acknowledges and affirms that he/she is of legal age, and
3. Acknowledges and affirms that he/she has been advised of the risks and dangers associated with the conduct and performance of volunteer activities at the shelter and on behalf of the **SPCA**, including, but not limited to:
    a. Animal scratches, bites and other injuries caused by unpredictability of animal behavior.
    b. The contraction of diseases which are associated with such abused animals which are brought to the shelter, such as rabies and toxoplasmosis and
    c. Certain specific diseases such as toxoplasmosis which can cause serious and/or fatal fetal injuries in the event that the **VOLUNTEER** is pregnant.

AND, FURTHER, WHEREAS, not withstanding the above risks and dangers, the VOLUNTEER is still desirous of serving as a volunteer for **SPCA** and,

WHEREAS, the **SPCA** is willing to allow the **VOLUNTEER** to perform such volunteer duties only upon the faith of this Agreement.

Now, Therefore in consideration of the mutual promise contained herein, and for other good and valuable consideration, the parties, intending to be legally bound hereby, do voluntarily agree as follows:

A. **VOLUNTEER** will from time-to-time, on a voluntary basis, perform various duties and tasks for the **SPCA**
B. **SPCA** will provide certain medical insurance for **VOLUNTEER'S** benefit, to cover any accidental injuries that may occur to the **VOLUNTEER** while performing tasks and duties for the **SPCA**.
C. **VOLUNTEER** agrees to hold the **SPCA** totally harmless and agrees not to make any kind of claim or lawsuit against the **SPCA**, its agents, servants, workmen, or employees for any personal injuries, damages, or property losses that may come about or may otherwise occur to the **VOLUNTEER** whether caused by the recklessness, carelessness, or negligence of the **SPCA** or the **VOLUNTEER**, or otherwise.
D. **VOLUNTEER** expressly and specifically releases the **SPCA**, its agents, servants, workmen, and employees from any and all claims, direct and indirect, for any and all personal injuries or damages of any kind that the Volunteer may sustain as a result of the recklessness, carelessness, or negligence of the **SPCA**, its agents, servants, workmen or employees.
E. The parties hereto agree that nothing in this Agreement shall cause the **VOLUNTEER** to be the agent, servant, workman, or employee of the **SPCA**. This Agreement shall be binding on the parties' heirs, administrators, successors, and assigns.

SPCA Signature: _____

Volunteer Signature: _____

Print Name: _____

Phone Number: _____

SPCA of Luzerne County's Confidentiality/ Conflict of Interest Policy for Volunteers

Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves staff members, volunteers, clients, donors, animals or the public. Failure to maintain confidentiality may result in termination or other corrective action. All volunteers will be required to sign the Confidentiality/Conflict of Interest Agreement as a condition of volunteering.

Confidential information includes but is not limited to: animal, client or donor information from our computer system, whether gained through the course of volunteer service or from other internal sources, shelter photographs, all records, files, forms, applications, mailing lists, passwords, security codes, correspondence, messages or any other entities belonging to the SPCA and/or bearing the SPCA's logo or name. Such information is the sole property of the SPCA and may not be disseminated, used, published or sold without the written consent of the Development Director or Shelter Manager.

Volunteers are not permitted to represent themselves as working on behalf of the SPCA to the public, media, social media or to any other organization without authorization from the Volunteer Coordinator or Executive Director.

Volunteers are prohibited from engaging in any activity religious or political while acting as a representative of the SPCA of Luzerne County. This activity can jeopardize the shelter's ability to continue to obtain donations and its status as an Internal Revenue Code 501c3 charitable organization.

Volunteers will not use their association with the shelter to promote activities related to the volunteer's outside personal or professional interests, including, but not limited to soliciting business, fundraising or other personal causes.

If a volunteer is at odds with the shelter's philosophy, policies, procedures or past, proposed or existing state of affairs, the volunteer will only discuss such differences with the Volunteer Coordinator or immediate supervisor according to the procedure outlined in the Volunteer Manual.

Volunteer must not discuss shelter problems/issues with those, including, but not limited to non-supervisory staff, other volunteers, clients, family or friends, or the public on or off social media, as this undermines internal morale and external perception of the shelter. When presented through proper channels, the SPCA will take the appropriate steps to help resolve the issue.

Any violations of this policy may result in immediate dismissal and further action.

I have read and understand the above agreement and agree to work as a volunteer and abide by all policies and procedures.

Volunteer Signature: _____ Parent/Guardian Signature: _____

Print Name:_____ Print Parent/Guardian: _____

Volunteer Rules of Conduct

Volunteers are non-paid personnel of the SPCA of Luzerne County.
524 East Main Street, Wilkes-Barre, PA 18702

As a volunteer, I am expected to:

- Attend the volunteer orientation and training classes when appropriate
- Conduct myself in a professional manner at all times when involved in SPCA activities
- Perform my tasks under the guidelines established within the job description for that task
- Report any abusive behavior in the shelter to the Volunteer Coordinator
- Support the policies and procedures of the SPCA of Luzerne County as outlined in this volunteer manual
- Adhere to all established policies and procedures
- Wear a volunteer badge at all times when working at the shelter
- Render service to all people without regard to race, creed, color, national origin, culture, language, sex, sexual orientation, religion, age, veteran status, mental or physical disability – the SPCA does not tolerate discrimination of any form
- Read and understand any signs, in any given area, where volunteers may be working

As a volunteer, I understand and agree that:

- I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits
- Using or being under the influence of alcohol or drugs is prohibited while volunteering at the SPCA of Luzerne County or any sponsored special event
- SPCA of Luzerne County staff members may not be contacted at their homes unless otherwise directed by that staff member
- Verbal or physical abuse to shelter animals, volunteers or staff will not be tolerated
- If I am contacted by a member of any TV, radio, newspaper, magazine, or by any other media outlet about the shelter, I will direct them to the Volunteer Coordinator.

My volunteer involvement may be terminated if I do not meet my commitment in an appropriate manner, or otherwise fail to adhere to policies and procedures as outlined in this volunteer manual.

I have read the manual and agree to follow and support its contents.

Volunteer Signature: _____ Parent/Guardian Signature: _____

Print Name:_____ Print Parent/Guardian: _____

Volunteer Responsibilities and Guidelines

- Volunteers must be at least 15 years of age. Any volunteer under 18 years of age must have an adult with them who has also completed the volunteer orientation program. That adult must remain in the area the volunteer is working at all times.

- Volunteers are required to wear appropriate attire: long pants, sneakers or other closed-toe shoes with non-slip sole, no tank tops, no piercings.

- Individuals who live in adult care facilities, or are part of an adults with special needs program, or participate in an adult treatment program, must be accompanied by a case worker or supervisor who has also completed the volunteer orientation, at all times.

- New volunteers can request to work with a mentor to assist in their acclimation of the volunteer program. Upon request the Volunteer Coordinator will arrange for an experienced volunteer to mentor with the new volunteer. Volunteers wishing to work with small animals **MUST** (no exceptions) work with a mentor first.

- Each time you arrive at the shelter, please make sure to sign in and out at the computer station located in the Education Room. All volunteers are required to sign in and out each time they work, as we are required to report volunteer hours to the board and other agencies.

- Volunteers must review all information posted at the computer counter when signing in.

- All volunteers must wear an SPCA Volunteer badge at all times when working in the shelter. These items are important as they identify you as a volunteer to the staff and to the public.

- If attending a Special Event or have been given a specific time and date for volunteering, please report to these duties on time. Failure to do so may result in not being able to utilize your services at that time.

- Volunteers are expected to be courteous to other volunteers, staff, and the public at all times.

- Volunteers are not to guess at procedure, or animal information. They are to ask a staff member.

- If you notice inappropriate or aggressive behavior (growling, showing teeth, hissing) in any animal, please see a staff member immediately to report this information. Do not interact with any animal that you do not feel comfortable with.

- All volunteers are required to use all caution and established procedures when working with shelter animals. If a volunteer is bitten or scratched, the front office staff **MUST** be notified immediately. A bite may be an indication of an animal's health or behavioral problem and must be checked out. An accident report **MUST** be filled out, as required by our insurance carrier, and must be obeyed. For the safety of the animal, visiting public, volunteers and staff, all bites must be reported.

- Seeking Treatment: If you choose to seek treatment for an injury incurred at the shelter or at a shelter-sponsored event, please follow these instructions:

1. Report the injury to the front office supervisor on duty or to the Volunteer Coordinator
2. Fill out an accident report

- **NEVER let two shelter animals intermingle.** We do not allow this because of the risk of injury to the animals in our care, the risk of injury to our volunteers and staff, and possibility of disease transmission.

- **You MUST read the Cage Card before handling any animal. Do not handle any animal that has not been at the shelter for at least 48 hours.** Many are very frightened when they first come in with all the new sights, smells, and sounds. With all this stimuli, they scare easily and injury may result.

- **Animals that have just had surgery are not to be taken out of their kennels, animals with pink, blue, orange or white cards are also not to be taken out of their cages by volunteers.** Pets who have just had surgery or are waiting for surgery need to be left in their kennels in order for appropriate staff to monitor them or retrieve them when needed.

- You may play with a dog outside in the courtyard with a toy, but please do not give the dogs toys or rawhides to play with inside their kennel. If you have used a toy to play with a dog, it needs to be sanitized before you allow another dog to play with it. Fill up a sink with bleach and water and let the toy soak for at least fifteen minutes, then rinse. In the meantime, you can choose another toy for the next dog. We have had many dogs consume tennis balls and other toys which is a dangerous health hazard so please be vigilant and cautious. Please be sure that there are no other dogs in the courtyard before you take the dog outside.

- The staff does the formal adoption procedure, but you can help potential adopters find the right animal to suit their lifestyle. All animals are spayed and neutered before they go home with their new families – this may delay an adoption. Once a person is truly interested in a particular pet, please direct them to the adoption office for an application. Do not make promises or suggestions in regard to application process.

- In the adoption lobby, there is literature dealing with specific behavior problems or animal issues. Some examples of topics are: housebreaking, litter training, introducing new pets, etc. If anyone you speak with could utilize this information, please refer him or her to this area of the shelter. Anyone is free to take this literature home.

- Volunteers are not permitted to handle the animals in the evaluation kennel, isolation kennel, incoming cat room, bite room or education room (where time clock is located). These animals are in these places for a reason and should only be handled by experienced personal.

- We do not allow adopters to have cats declawed but often have cats here that have already been declawed. Declawed cats tend to be a bit more insecure than cats that have not had this operation. They are sometimes more likely to bite because their first line of defense is gone (their claws). This does not mean that they shouldn't be handled but you should exercise caution.

- If you want to give an animal a bath/groom, please discuss with the Volunteer Coordinator to make arrangements. Be sure to put wet towels in the laundry room and clean up the grooming area. When you are done giving an animal a bath and he or she is returned to their kennel, please make a note on the Cage Card. It should look like this: **Gave Bath 2/14/21 Donna Jones (volunteer).**

- To prevent disease you must clean up after yourself and the animal that you are with.

- Make certain that you are always returning an animal to its proper kennel after you have had it out.

We appreciate your support of our shelter. Thank you for taking time out of your busy schedule to help us. Together we can make life better for the animals in Luzerne County.

*** By signing below, I acknowledge that I understand and agree to follow the above guidelines.*

Volunteer Signature: _____ Parent/Guardian Signature: _____

Print Name:_____ Print Parent/Guardian: _____

Volunteer Agreement for Events

Please read over all information contained in this sheet carefully as it will be your responsibility to adhere to any instructions or precautions throughout the event.

1) By volunteering for this event you have agreed to remain on the premises of the event until
   a) The end of the event.
   b) A staff member from the SPCA has called asking that your pet be returned to the shelter.
   c) An adopter is going to the shelter to complete the adoption application for the animal.
   d) You have made previous arrangements with either the Lead Volunteer or Volunteer Coordinator to leave early. Such arrangements will be designated on the Lead Volunteer's event sheet.
   e) You are asked to return to the shelter or leave the premises by the Lead Volunteer or Volunteer Coordinator.

2) Your assigned pet **MUST** remain in your care at all times while at the event.
   a) If you need to take a break, notify the lead volunteer so they can assign your pet to another volunteer.
   b) Potential adopters may interact with the pet in your care however, under no circumstances does he or she leave your control or leave an event with anyone other than yourself or another volunteer assigned by the Lead Volunteer.
   c) All pets are to be brought back to the shelter by you unless arrangements are made with the Lead Volunteer or Volunteer Coordinator.

3) When leaving an event, you will need to return directly to the shelter with the pet.

4) While pets are given a basic evaluation and chosen for events based on this evaluation and/or history given by previous owner, we ask that if you are at an event with a dog, please limit and monitor carefully his/her interaction with other dogs, pets, and the public. If your pet is not adjusting well to the event or exhibiting stress, you may need to remove them from the event for a break or take him/her back to the shelter. This is for the safety of the pets, the public and yourself.

5) Please remember to wear appropriate attire for the event. Volunteers are required to wear long pants, closed-toe shoes and no jewelry.

6) You are our representative when you are at events, so please remember to maintain appropriate conversations, address and treat the pets with kindness and respect, and if you run into a conflict with a member of the public or another volunteer, let your Lead Volunteer know as soon as possible.

7) While handling animals at an event, please be sure to have your cell phone set to silent or vibrate, and not in use. If you need to use your cell phone for any reason, please make sure another volunteer that does not have an animal in their possession can securely handle the animal for you.

Initial _____