



Volunteer Handbook 2025

1140 Ware Dr., Auburn AL 36832

334-821-3222

Hours of Operation (Volunteers are welcome anytime staff is present):

Monday 8:00-2:30PM

Tuesday -Sunday 8:00-5:00PM

Hours subject to change

Phone: (334)821-3222/ ext 15 for volunteer coordinator

Fax: (334) 821-6374

Email: Volunteer@Carehumane.org

Welcome!

Thank you so much for wanting to volunteer with us. We are so excited to have you. This handbook will help guide you to the running of our shelter and the many ways you can help us serve out our mission.

Please don't be afraid to **ask questions** at any time during your time here. Knowledge is power and we don't know unless we ask.

CARE Humane Society™ (CARE) was founded in 1974 and is a 501c3 non-profit. We currently have 2 government funded contracts with Auburn and Opelika city to house their stray and unwanted animals but we rely primarily on the donations of our community supporters. We also help out the surrounding areas by taking in owner surrenders when we have room available.

CARE Mission:

Our mission is to advance humane treatment and responsible ownership of companion animals through community education, animal sheltering and adoption, and alleviation of animal suffering.

CARE Vision:

Our vision is to be the leading advocate for companion animals in our community. We envision a future in which animals are valued, pet overpopulation is eliminated, and every adoptable companion animal has a loving and responsible home.

CARE is an open admission shelter. That means that we maintain an open capacity for Auburn and Opelika animal control and residents. Any stray that animal control or a citizen finds we must take in. This means that we are unable to take in every owner surrender outside of our jurisdiction that needs to find another home. It also means that if we are full and a citizen or animal control needs to bring in an animal, we have to make room somehow.

General Safety

- Only handle animals/tasks in your comfort zone.
- Please always be observant of your surroundings.
- Please wash your hands after handling animals.
- Horseplay is strictly forbidden.
- All bites and scratches must be reported to a staff member.

Volunteer Onboarding and Regulations

Volunteers must go through our digital orientation, pass our post-orientation quiz with a 100% score, and complete an onsite shelter tour with our Volunteer Coordinator to become an active CARE Volunteer. Volunteers are asked to complete 6 hours of volunteer service a month to remain an active volunteer.

Age Restrictions

Children of all ages 12 and up can volunteer at CARE. Parents must accompany children 15 and under throughout the volunteer visit.

-Children are only allowed to hold the leash of dogs under 30 lbs while on campus at CARE and in the enclosed play yards. Parents must be aware of their surroundings. We are on a busy road and want to keep our animals and you safe.

-Children are not allowed to hold the leash at offsite events. This is for the safety of our animals and you. Dogs can be really strong and determined to sniff what catches their noses, and some of these events are very crowded and chaotic for the animals.

Ages 16-18 can volunteer at the shelter without parent/guardian present after volunteer orientations are completed and all documents signed.

19 and over: are allowed to volunteer as they wish

Volunteer Opportunities

- Dog Walker and Cat Companion- Socializing with our animals. Giving them love and attention and teaching them to be wonderful house pets.
- Offsite Events- joining other volunteers in showing off our animals to the public at different venues
- Doggy Date- Take a dog out to any dog friendly venue in the Auburn/Opelika Area and give them some much needed exercise and time outside of the kennel!
- Transport- short: vet trips and around town for spay/neuter
 - long: We do transport to various locations within the United States.
- Petsmart / Petco Adoption Events: Weekends, typically two times a month

- Clerical/Janitorial Help: Entering in simple data, sweeping and mopping the front facility areas
- Play yard/kennel Monitors- to assist with crowd control during the hours we are open to customers to assist them in getting dogs leashed up properly, keep the dogs away from one another in play yard and that dogs are always kept on their leash until safely back in their kennels
- Internships for class credit or resume experience in any of our areas. Specifically Administration, Social Media and Animal Health

Signing up and signing in for your shift:

Scheduling is done through our online self-service tool: Volgistics. There are some events and opportunities that REQUIRE the use of Volgistics.

- Login information will be emailed to you after training.
- Use the link emailed to you to sign into your Volgistics account.
- Use the 'My Schedule' tab to customize your schedule.
- Please use this as much as possible. All of our volunteers can see what spots are needed and can fill as they are available. This means our animals get the most attention.
 - For example, If you are available Wednesday and Thursday one week, you can look and see how many people are signed up and volunteer on the less impacted day.
 - If volunteers don't come in, our animals don't get the socialization they want so badly.
 - Sign in and out using your pin number on the front desk computer when you come and go

Remember, these animals are not here because there is something wrong with them. They are here because no one took the time they needed with them. All they want is a human friend to love and give them attention.

What to wear?

- Volunteer t-shirt (REQUIRED – these are \$10 and we can accept cash or card)
- Long pants or shorts that are mid thigh or longer.
- Closed toed shoes

*If not dressed appropriately, you will be required to go home to change. This is for your safety.

Where to park?

-CARE has a small parking lot... Please save spaces for our visitors and adopters by parking on Ware Dr. next to the building. Please park on the same side of Ware Dr as the building. Parking on the opposite side can block traffic and emergency vehicles.

Animal Adoption Areas:

-Puppy adoption- Very young dogs that are still susceptible to diseases like parvo and distemper.

-Cat adoption- All cats and kittens, also the 3 cat condos in the shelter lobby.

-Dog Adoption- Older dogs who need walking and socialization daily. The staff does not have the time to give adequate enrichment due to their heavy workload.

Animal Holding Areas:

These areas house stray animals that are still being evaluated. Our shelter takes in upwards of 2,000 homeless pets each year, most with no medical history or background. To minimize the risk of injury and spread of disease, we limit the number of people that handle these animals to primarily **staff only, unless otherwise instructed.**

Successful Tips:

-Keep all dogs away from each other while on leash. The more dogs come in contact with each other, the more they tend to get sick and the possibility for a fight increases.

-Please pick up after the dogs. We want our grounds to be as appealing as possible to potential adopters and to decrease the risk of disease spread. Please help us keep our grounds beautiful and our animals healthy.

-Work with every dog you take out. Don't just let them run around the field aimlessly. Give them something to work for. Make them sit before you throw the ball, or sit still before giving them a treat. If you can't get them to fetch a ball, have them chase you around and get out their energy. The calmer they appear to potential adopters, and the better behaved they are, the more that increases their adoption potential.

-When possible, do not release a jumping dog from their run. Anything the dog is doing before you let him out reinforces that behavior, so stand still, head or body turned slightly away from him, until he calms, then carefully remove him from the run. Reward only for good behavior.

-The higher on the dog's neck the leash is secured, the more control you will have of the dog. Using the stopper on your leash, snug it up just below the ears for best results.

General Adoption Policies:

- We are hoping to expand our staff's reach into our volunteer program. We love for our volunteers to interact with the public and discuss potential adoptions with our animals.

1. Must be 19 years old with photo identification.
2. Dogs will not be adopted out if they will be 100% outside (unless special permission by a director is granted), guard dogs, or on a chain/runner.
3. All animals will be altered before adoption is finalized.
4. Holds are only good for 24 hours once spay/neuter surgery is complete.
5. Adoptions can be refused for any reason.
6. Cats will not be adopted out only to be a mouser, unless the cat is in our TNR program or special permission is given by a director.
7. Meet and greets can be performed if a timely notice is given and a staff member is available.
8. CARE does not adopt out for gifts, unless it is a parent for their child.
9. Dogs must go home in a collar and cats in a carrier.
10. Persons appearing under the influence will not be allowed to adopt at that time.
11. Persons seeming to use the animal for harm or fighting will not be allowed to adopt.

Adoption Process:

1. Fill out an application. Will have to be approved.
2. Once approved, the adopter can place a hold or adopt on the spot if the animal is ready to go. Holds are only good for 24 hrs once spay/neuter surgery is complete. For example, if an animal is already neutered and a hold is placed on Wednesday, the hold is only good until close on Thursday.
3. We will go over all paperwork related to that animal so that they have everything to prepare them to take care of that animal.
4. Animals must go home in a collar (dogs) or a crate (cats). Both can be purchased at CARE.



Volunteer Agreement 2025

By signing below, I _____ (print name) hereby accept a position as a volunteer for CARE upon the following terms, conditions, and understandings:

Terms and Conditions

My services to CARE are provided strictly in a voluntary capacity as a Volunteer at my sole risk and without any express or implied promise of salary, compensation, or other payment of any kind whatsoever.

My services are furnished without any employment-type benefits including, without limitation, employment insurance programs, worker's compensation accrual in any form, vacations or sick time.

I will familiarize myself and comply with all CARE policies and procedures applicable to Volunteers. In particular, I fully understand CARE expects high standards of moral and ethical treatment of the animals under its care. I will adhere strictly to these standards in my capacity as a Volunteer.

I understand CARE, without notice or hearing, may terminate my services as a Volunteer at any time, with or without reason.

I represent and warrant that I am 19 years of age or older or, if under 19 years of age, that the signature(s) below are the signature(s) of my parent(s) or legal guardian(s).

Release and Indemnification

I understand that the handling of animals and other Volunteer activities on behalf of CARE may place me in a hazardous situation and could result in injury or death to me or damage to my personal property, whether by accident, animal bites or scratches or otherwise. On behalf of myself, and my heirs, personal representatives, executors and assigns, I hereby release, discharge, and agree to indemnify and hold harmless CARE and its directors, officers, employees, and agents from any and all claims, causes of action and demands of any nature or cause, whether known or unknown, including costs and attorney fees incurred by CARE in connection with same, arising out of or in connection with my Volunteer activities on behalf of CARE. Understanding that public relations is an important part of a Volunteer's activities on behalf of CARE, I hereby authorize CARE to use photographs of me in its possession for public relations purposes. I ask that CARE use reasonable efforts to give me advance notice for such use, but such notification is not a condition to release photographs for public relations purposes.

Date _____

Signature of Volunteer _____

If you are under 19, we must also have the signature and agreement of your parent(s) or legal guardian(s) evidenced by signature(s) below. CONSENT AND AGREEMENT OF PARENT OR LEGAL GUARDIAN (of volunteers 18 and younger) As the parent(s) or legal guardian(s) of the above-named volunteer, I/we hereby give consent for my/our child or ward, as the case may be, to become a Volunteer for CARE as described in the above Volunteer Agreement. By my/our signature(s) below, and in consideration of CARE allowing my/our child/ward to perform volunteer services for CARE, I/we join in, agree to be bound by, and guarantee performance of all of the terms and conditions of the Release and Indemnification.

Date _____

Name and Signature of Legal Guardian _____



Bite and Scratch Policy 2025

It is Alabama law that we report all bites and scratches to our county rabies officer.

Procedure for what to do if a bite or scratch occurs (if blood is drawn):

- Place animal back in condo or run
- Go to restroom and wash the area for 15 minutes with soap and water
- Report to a staff member

We will then do a bite/scratch report that will be sent to our county rabies officer. We will have two choices of what we are able to do with that animal. We have to either quarantine the animal for 10 days, which is expensive, or euthanize and test for rabies.

I understand the CARE bite/scratch policy. _____ (Initial)

I will do my best to prevent any bites/scratches to the best of my ability. _____
(Initial)

Name (print): _____

Name (sign): _____