

CASPCA
VOLUNTEER
HANDBOOK
2009



Administrative Staff

Executive Director	Susanne Kogut, 964-3323, director@caszca.org
Associate Director	Makena Yarbrough, 964-3314, myarbrough@caszca.org
Director of Animal Care and Clinic Operations	Jennifer Hall, 964-3324, foster@caszca.org
Director of Veterinary Services	Cheryl Graybush, DVM, 964-3311
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Annual Giving Manager	Natasha Soderberg, 964-3320, nsoderberg@caszca.org
Vet Clinic Manager	Heather Sullivan, 973-5959 ext. 245, hsullivan@caszca.org
Humane Education Manager	Nancy Cranwell, 964-3327, humaneeducation@caszca.org
Animal Care Manager	Leticia Feggan, 964-3309, lfeggan@caszca.org
SPCA Rummage Store Manager	Sharon Johnson, 293-8475
Community Services Manager	Amy Kirchner, 964-3331, akirchner@caszca.org
Volunteer Assistant	964-3330, volunteer@caszca.org
Adoption/Admissions Information	973-5959, customersevice@caszca.org

Operation Hours

Volunteer Hours

Monday	12pm – 6pm	8am – 7pm
Tuesday	12pm – 6pm	8am – 7pm
Wednesday	12pm – 6pm	8am – 7pm
Thursday	12pm – 6pm	8am – 7pm
Friday	12pm – 6pm	8am – 6pm
Saturday	12pm – 6pm	8am – 6pm
Sunday	12pm – 6pm	8am – 6pm

The shelter is open to volunteers at 8:00 a.m. daily. However, the shelter is locked and the alarm is set at 7:00 p.m. daily.

Address & Telephone Numbers

Physical Address:	3355 Berkmar Drive Charlottesville, VA 22901
Mailing Address:	P.O. Box 7047 Charlottesville, VA 22906
Email Address:	caszca@cstone.net
Phone Number:	434-973-5959
Fax:	434-973-5271
Website:	www.caszca.org

Welcome to the CASPCA, and thank you for your interest in becoming a volunteer!

Introduction

The Charlottesville-Albemarle SPCA is an open-admission no-kill facility. Open-admission means that we take in all animals brought in by the city and county animal control officers, as well as stray animals brought in by members of the public. Our SPCA also takes in animals that owners wish to surrender. We are the only facility that accepts homeless animals in the Charlottesville-Albemarle community. We are committed to finding all animals that are behaviorally and medically sound a new forever home. We are currently saving about 92% of our cat and dog population. As an open-admission facility, this is one of the best save rates in the country.

A huge THANK YOU from all of us at the SPCA: staff, board, and in particular, our four-legged “residents!” Since we are a non-profit organization with limited resources, we rely heavily on our volunteers for all aspects of shelter operations, animal care, and fundraising. This handbook will help you understand shelter operations, general volunteer policies and duties, and the many ways that you might best help our SPCA and, of course, have fun doing so! The policies and practices set forth in this handbook are intended to ensure the best and safest possible working conditions for all volunteers. In addition, they are intended to promote a healthy and safe environment for the animals in our care and for visitors to our animal shelter. Please read through this handbook carefully, and keep it for future reference. The policies and practices contained in this handbook are subject to change at the sole discretion of the SPCA. From time to time you may receive updated information concerning policy changes. If you have any questions regarding these policies, please ask the Volunteer Coordinator for assistance.

The Charlottesville-Albemarle SPCA is a non-profit entity as described in Section 501(c)(3) of the Internal Revenue Code. The Charlottesville-Albemarle SPCA is not affiliated with any national organization (the Humane Society of the United States, HSUS; the America Society for the Prevention of Cruelty to Animals, ASPCA; or the American Humane Association, AHA). Funding comes solely from shelter services, city and county government, donations and grants. The SPCA is an open-access shelter, taking in all animals from the city of Charlottesville and the county of Albemarle that are brought to its door. The SPCA also contracts with the city and county and is the holding center for Charlottesville and Albemarle county, taking in all animals brought to us by animal control officers.

Mission Statement

The Charlottesville-Albemarle SPCA is a nonprofit animal welfare organization that provides a safe environment for the lost, abandoned, and homeless animals of Charlottesville and Albemarle County and places them in good homes. We strive to set a standard of excellence and leadership in animal care, humane education, and progressive animal welfare programs.



CASPCA VOLUNTEER OPPORTUNITIES

Administrative Support

Job Summary: Assist our staff with clerical and organizational tasks, data entry and special projects.

Supervisor: Varies by department

Animal Biographer

Job Summary: Assist in writing summaries of animals in house that will aide in getting the animal adopted. The volunteer will get to know certain animals and write about their likes and dislikes, their behaviors and habits, and help promote the animal in a positive light so that potential adopters can remain informed about our animals. The volunteer will also be trained on how to enter this information into our shelter's computer program.

Supervisor: Community Services Manager

Birthday Party Volunteer

Job Summary: On the second Sunday of each month, the shelter is available for birthday parties in the afternoon. The volunteer uses shelter supplies to decorate the room and assemble party favors and a gift bag for the birthday child, and breaks down the room at the end of the afternoon. At the beginning of each party, the volunteer takes the kids on a fifteen minute tour of the shelter, and at the end of the party takes a puppy or kitten downstairs for the kids to pet and/or play with.

Supervisor: Humane Educator

Cat Care and Socialization

Job Summary: Help out at our shelter by feeding, cleaning, grooming and socializing the cats.

Supervisor: Cat Care Staff Member

Cat Care for Sick Cats

Job Summary: Help out at our shelter by feeding, cleaning, grooming and socializing the sick cats.

Supervisor: Cat Care Staff Member

Cat Care at our satellite adoption center on Pantops

Job Summary: Help out at our satellite cat adoption center by feeding, cleaning, and socializing the cats at this facility. The volunteer also has the opportunity to assist in adoptions and meetings between individuals and animals.

Supervisor: Purrin' at Pantops Manager

Cat Care at Petsmart

Job Summary: Help out at our cat adoption center inside the Hollymead Petsmart store by feeding, cleaning, and socializing the cats at this facility. The volunteer also has the opportunity to assist in adoptions and meetings between individuals and animals.

Supervisor: Building Administrator

Dog Walker

Job Summary: After completing our special training program, exercise our shelter dogs and aide in teaching them basic commands so that they are ready for their new homes.

Supervisor: Community Services Manager

Dog Groomer

Job Summary: Assist in keeping our dogs clean, clipped and fluffed, making them presentable for adoption.

Supervisor: Animal Care Manager/Kennel Crew

Dog Team Trainer

Job Summary: Supervisor: Work with our professional dog trainer to help make our shelter dogs more adoptable by keeping them well trained in basic commands. Will assist in helping the trainer work with dogs who need more specialized behavior training.

Supervisor: Dog Trainer

Feral Cat Clinic Assistant

Job Summary: Assist with spay/neuter surgery preparation and recovery during feral cat clinics held here at the SPCA.

Supervisor: Public Spay/Neuter and Building Administrator

Foster Care Home Provider

Job Summary: Foster animals in your home for a temporary period of time, in an effort to help an animal that is either underage or that needs rehabilitation. The animals that go into foster care may be too young to be adopted, may be recovering from an illness or injury, or may need socialization so they are better prepared for new homes.

Supervisor: Community Services Manager

Foster Care Administrative Support

Job Summary: Assist in interviewing potential foster care home providers, making phone calls to find foster homes for animal in need and coordinating record keeping with SPCA staff.

Supervisor: Community Services Manager

Fundraising Support

Job Summary: Make donor thank you calls, assist on special fundraising projects as well as participate in special events.

Supervisor: Director of Development

Landscaping and Ground Maintenance

Job Summary: Maintain the general landscaping of the grounds by weeding, raking and cleaning up grounds around the shelter.

Supervisor: Building Administrator

Marketing Assistant

Job Summary: Assist in the production of the newsletter, advertising sales, and graphic design.

Supervisor: Director of Development

Pet Detective

Job Summary: Assist in helping lost animals find their way back to their original homes by matching up lost and found reports or by matching up lost reports with animals in our facility.

Supervisor: Community Services Manager

Petsmart Adoption/ Transport Assistant

Job Summary: Volunteers needed to take dogs to Petsmart in Manassas every Saturday for an adoption event.

Supervisor: Community Services Manager

Photography

Job Summary: Use your digital camera experience to assist in taking pictures of shelter animals. The volunteer will also load the animal photos and biographies onto our website and Petfinder, both of which serve as a great outlet for animal promotion.

Supervisor: Community Services Manager

Poster/Flyer Assistant

Job Summary: Help create flyers/posters and distribute them throughout the community to help promote certain shelter animals for adoption and events. Update our flyers on local community boards such as Wal-Mart weekly.

Supervisor: Community Services Manager

Offsite Adoption Events

Job Summary: Assist staff with taking dogs and cats to adoption events held in the community. This not only helps the animals chances at being adopted it also provides a nice break from the shelter environment.

Supervisor: Community Services Manager

Rummage Store Volunteer

Job Summary: Assist in working at our thrift store located in downtown Charlottesville. Job duties include assisting in collecting, sorting, and displaying all donated goods.

Supervisor: Rummage Store Manager

Small Animal Companionship

Job Summary: Make small animals such as guinea pigs, rabbits, hamster, etc. feel at home by interacting with and socializing them.

Supervisor: Community Services Manager

Special Events Volunteer

Job Summary: Assist in the promoting and coordinating upcoming events either on the shelter grounds or at off-site locations. Upcoming events are primarily designed to promote animal adoptions, and the events will be posted at the volunteer station located on the 2nd floor of the shelter.

Supervisor: Community Services Manager

Vet Clinic Assistant

Job Summary: Assist with medical procedures and clean up in our vet clinic area.

Supervisor: Veterinarian

Volunteer Front Desk Greeter

Greet individuals as they come through the front door, escort individuals through adoption areas, aid adoption counselors in answering questions regarding the animals in our care and maintain a friendly manner while working with the public.

Supervisor: Community Services Manager

Volunteer Orientation Presenter

Job Summary: Be the presenter and tour guide for adult volunteer orientations. The volunteer assistant schedules multiple orientations throughout the week. This can be centered around your availability

Supervisor: Community Services Manager

Wildlife Transporter

Job Summary: Transport injured or abandoned wildlife to the Wildlife Center in Waynesboro.

Supervisor: Community Services Manager



CHARLOTTESVILLE-ALBEMARLE SPCA PROGRAMS AND SERVICES

Services

Adoptions

One of the SPCA's most important services is placing shelter animals in good and permanent homes. Potential adopters will need to fill out an adoption application and then interview with an adoption counselor regarding the animal they wish to adopt. Adoption fees (\$75 for cats, \$95 for kittens, \$100 for dogs, and \$125 for puppies) include a spay or neuter surgery, necessary vaccinations including rabies shots, FELV/FIV testing for cats, heartworm testing for dogs, and a free wellness check at a local veterinarian (to be completed within one week of adoption). The SPCA alters all animals prior to adoption (with exceptions made for certain medical reasons). We always encourage new dog owners to take their dogs to obedience classes, which are offered here at the SPCA on Saturdays.

Adoption Outings

In an effort to promote a greater number of adoptions of SPCA animals in the community, staff and volunteers often take shelter animals to businesses, organizations, and other public places in the Charlottesville-Albemarle community. These outings provide an excellent opportunity to give our animals greater visibility and a greater chance of adoption. Aside from being fun, these "meet-and-greet" excursions are excellent publicity for the SPCA's programs and needs. An integral part of the adoption outing program is our regular weekend trip to the Petsmart adoption center in Bristow. Volunteers and staff load up dogs early each Saturday morning and drive them up to Petsmart, where many potential adopters visit and browse for the day. Often the shelter has success in placing several dogs a week into Northern Virginia homes.

Dog Obedience Classes

The SPCA has an on-staff dog trainer! The shelter offers obedience classes to adopters and to the general public. Our certified trainer is also available to give guidance and advice to new adopters, providing them with information that will help them make their newly adopted dog more obedient. Our trainer also teaches classes for volunteers and staff, so they can work on basic obedience commands with our shelter dogs.

Low Cost Spay/Neuter

The SPCA offers low cost spay and neuter services to qualifying individuals for their personal pets on a weekly basis. Periodically throughout the year, the SPCA provides the use of its facility to Voices for Animals and local veterinarians to hold feral cat clinics for the public.

Programs

Animal Transports and Rescue Placement

Often it is necessary for the SPCA to transport groups of animals to other shelters or rescue groups either to relieve kennel space here at the shelter or to benefit specific breeds of animals. Every couple of months, our shelter may transport 8-12 dogs to other shelters in the New England area so that these dogs get adopted more quickly and so that more kennel space is made available here at our shelter. Often the shelters in the northern part of the country do not have the abundance of the breeds of dogs we do here (namely hounds), and often these shelters are able to place these breeds into permanent homes much more quickly. If for any reason a dog sent on transport cannot be adopted, the SPCA will reclaim that dog and place it for adoption again here at our shelter.

Often breed specific rescue groups may be contacted to place any “pure” breeds into their care. Often these pure breeds require adopters who are very knowledgeable about their specific needs and behaviors. Our shelter is often able to send Siamese or Persian cats to these rescue groups and also many breeds of dogs such as Australian Shepherds, German Shepherds, Mastiffs, etc. Placement into such rescue groups also serves to make more kennel space available at our shelter. Of course, if the shelter staff identifies a good home, the animal may be adopted from the SPCA rather than being sent to a rescue group

Foster Care

Our foster program is an extension of the shelter, focused on saving those animals that are too young, too nervous or too injured for immediate adoption. Orphaned kittens and puppies, nursing mothers, animals recovering from surgery and those simply needing “TLC” for emotional or physical reasons are placed in foster homes until they are ready for adoption. For those willing and able to provide caring homes, foster care can be a very gratifying experience! We ask that potential foster parents fill out a foster application and submit it to the front desk.

Seniors for Seniors

The physical benefits of pet ownership – a reduction in loneliness and stress, lower blood pressure, and better overall general health – have been well documented. “If pet ownership was a medication, it would be patented tomorrow,” says Mayo Clinic Medical School professor Dr. Edward Creagan. Recognizing that contact with companion animals is particularly valuable to seniors, the SPCA has created “Seniors for Seniors,” a program which matches senior cats and dogs with seniors. A person that is 62 years of age or over may adopt an animal that is 7 years of age or over at no charge. This adoption includes a spay or neuter surgery for the animal, all appropriate vaccinations, FELV/FIV testing for cats, heartworm testing for dogs, a free wellness check up at a participating veterinarian, a collar and leash, and an ID tag.

