



Welcome to the world of  
Animal Harbor volunteering! We hope you enjoy  
your time here.

Animal Harbor opened its doors in February 2003. It was the first animal shelter in Franklin County. Since that time we have placed over 4000 dogs and cats in forever homes.

We are a private non-profit 501(c) (3) organization, funded by individual contributors, donor programs, and grants which help provide medical care, spay/neuter services, and loving attention for cats and dogs (and sometimes a rabbit, ferret, or snake) until they are adopted. We receive NO tax money from Franklin County or other government sources.

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## Introduction to Animal Harbor

Welcome to Animal Harbor. We are proud to have you join our team! This handbook is for your benefit. We hope you will ask questions during your time with us. We believe all questions are important, so please do not hesitate to ask. The Animal Harbor is a nonprofit organization. We are not affiliated with our local government animal control, though we do work together when possible. We receive most of our funds from private donations and fundraisers.

Some of the people involved in our organization include:

Board of Directors  
Shelter Management  
Shelter Staff  
Volunteers of all kinds

## Our Mission

- To provide health care and temporary shelter to lost and homeless companion animals.
- To find new loving homes for these pets.
- To reduce pet overpopulation by promoting and assisting in spaying and neutering.
- To prevent cruelty to animals.
- To educate the community about animal welfare.

## Our Vision

*To build a community in which all animals are valued and family life is enhanced through relationships with pets.*

Your volunteer service will benefit our animals and the community in many ways. You'll be a part of our mission: finding great homes for great pets. It is incredibly rewarding to see an animal you've worked with and loved find his forever home. The volunteer opportunities are endless, and we know you can find something here that will suit your talents. Volunteers are a vital and valuable component of the Humane Society mission. As such, volunteers are expected to be familiar with and adhere to our policies and procedures. Please read this manual carefully and ask management or the volunteer coordinator if you have any questions.

## Welcome to Animal Harbor

- **Animal Harbor Basics:** Animal Harbor is a limited intake (“No-Kill”) animal shelter meaning we don’t euthanize to make space. We are supported solely by donations, no government funding. Our shelter has the capacity to comfortably house around 30 dogs & 30 cats. Thanks to our amazing foster homes, we are often able to save even more.
- **Waiting List:** Because of the unfortunate & vast overpopulation problem, we have a “waiting list” (a list of the animals that are waiting for admittance into our facility) While it is difficult to not take in every animal in need, we would have to euthanize to make room if all animals were automatically accepted. There are simply too many homeless animals. This is why our relationship with animal control is so important. Many of our pets must go through a 2wk quarantine period before going to our adoptable housing to ensure they don’t spread illness to our healthy animals. This is the reason you may see an open cage, even when we are full. That cage isn’t empty; it’s waiting for an animal in quarantine.
- **Animal Care:** We test all dogs (who are old enough) for Heart-Worms, and all cats (who are old enough) for FIV/FeLV. All animals are up to date on shots, dewormed, microchipped, and neutered before adoption. In addition, all new pet parents get a free wellness visit at one of our affiliated vets<sup>1</sup>. Which all totaled would cost an owner around \$400. Adoption fees vary from \$55 - \$210, so our pets are quite the value.
- **Rescue Waggin:** We are a proud select member of PetSmart Charities Rescue Waggin` . The Rescue Waggin` is a great program that transports dogs who pass a behavior test administered by trained staff from areas that struggle to get them adopted quickly due to high over population (like us) to areas that have fewer homeless dogs, and faster adoption opportunities. That way we can find our pets new homes as quickly as possible and get more orphans into our shelter.
- **Programs for Animals in Need:**
  1. We are happy to offer reduced cost cat and dog neuters. Any household receiving SSI/SSDI/EBT benefits is eligible, along with any household making under a certain amount per year.  
\$10 for female cats  
\$20 for male cats  
\$15 for female dogs  
Minimum of \$40 for male dogs (varies based on weight)  
By bringing ID, proof of income, and the fee to our shelter, we are able to make an appointment for the pet at one of our affiliated vets<sup>1</sup>.
  2. Because feeding the animals different brands on a regular basis would cause major digestive upset, lower their immune system, and camouflage serious symptoms of disease, the food that is donated of a different brand than what we are currently feeding at the time is used in our food bank. This enables us to offer bags of dog and cat food as needed, to families having difficulty feeding their pets, thereby allowing us to discuss rehoming opportunities and possible resources that the owners may not know about otherwise. This adds another way we can help animals and people in need.
  3. We have a drawing for 4 winners per year for a free cat or dog neuter at one of our affiliated vets<sup>1</sup>.
  4. We have been awarded a grant from PetsMart Charities to conduct a Trap, Neuter, and Return (TNR) program for feral cats. Our efforts will help reduce the number of homeless cats and disease spread.

<sup>1</sup>Animal Care Center, Midtown Vet., & Town & Country

## Volunteer Guidelines

How to Become a Volunteer All volunteers under 17 must have an adult with them.

### The first step to becoming a volunteer is to ask!

We have many volunteer opportunity types: One Time Volunteers, Events/Fundraising, Foster Home, Day Foster, Groups, Projects, and Scheduled Shelter Volunteers. With this many ways to volunteer there is a way to get involved for every lifestyle!

To become a volunteer, simply call, email, or come in to Animal Harbor or stop by an Animal Harbor booth at a community event and ask about our volunteer opportunities. There you will get an application and any other pertinent information to get you started on your journey as an Animal Harbor Volunteer. You will then be guided by our volunteer management into the best fitting opportunity for you at Animal Harbor.

### What we ask of our volunteers:

- Take your volunteer commitment seriously. People and animals are counting on you.
  - Commit to volunteer on a regular schedule if you are able.
  - Ask a staff member for assistance with anything you are not sure of the absolute correct answer.
  - Conduct yourself in a manner that makes us proud to call you one of our volunteers :
- ✓ **Positive.** It's been proven over and over that people want to support a winning cause, not one that's struggling. So we want to present all of our achievements and assets and show people what a winning cause we are.
- ✓ **Up-lifting.** We run off of donations, and our orphaned animals can't afford for us to make enemies so do not speak ill of ANY person or business in the community while acting as an AH volunteer.
- ✓ **Honest.** While acting as an AH volunteer make sure you only give information you know %100. If you are ever uncertain ASK! Trying to leave room for exceptions and unforeseen circumstances helps keep the chances of misunderstandings low. It's also important not to give advice in things you aren't an expert of, and to make it really clear that you aren't a professional. People trust that because we are an animal organization we know exactly what we're saying about animals, and may take any advice and run with it. So what if that advice is wrong?
- ✓ **Co-operative.** Always speak respectfully of any and all animal organizations in our community. If they are trying to save animals, then we are working towards the same goal. This is one reason we call ourself "Limited Intake" instead of "No-Kill" do we really want people to think that "Open Intake" shelters doing the best they can are killers?
- ✓ **Kind.** When someone comes in, no matter why they are here (whether they came to help us, or seeking help), you should always be friendly, warm, and courteous.
- ✓ **Professional.** By keeping a professional appearance and demeanor, you encourage people to adopt our pets and support us with donations or recommendations. Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Apparel attracting undue negative attention is not acceptable. For direct animal care, large hoop or dangling earrings represent a safety hazard and should not be worn. Volunteers wear a Volunteer t-shirt or apron while at the shelter or at special offsite events.

### What is unprofessional behavior?

- Acting immaturely. This includes making an over exaggerated fuss over a mess, being disrespectful, not following orders, being disruptive, yelling, running, & cursing,
- An unpleasant demeanor.
- Overly personal/ gory/crude/offensive/explicit stories or jokes
- Arguing with, speaking poorly of, or insulting staff/clients/volunteers etc.
- Gross topics. It is a necessity here to speak about our animal's bodies and everything that goes into or comes out of them. However it's important to remember that not everyone is as comfortable with these topics. If you need to talk about something that the public may find unpleasant, get a staff member's attention and let them know you need to talk. Once you are speaking privately, you can go into more detail.
- Lying. Honesty is very important as an AH volunteer, if we hear of a volunteer lying they will be dismissed.
- Not greeting a client, a simple smile and "Hello" is enough to make someone feel welcomed.
- Disagreeing with or interrupting AH staff in front of a client.
- Eating outside of the break room. Speaking on a cellphone, or smoking inside of the building. We have an area outside of the kennel & another by the front door for smoking.

## Volunteer Guidelines Cont.

### Accidents and Injuries:

Any accident or injury occurring on the job must be reported to your supervisor immediately. Bites resulting in broken skin are considered an injury and must be treated immediately. Supervisor and appropriate director will make the decision if medical care is required. It is not your decision. Concealing of injuries is grounds for dismissal.

### Volunteer Personal Property:

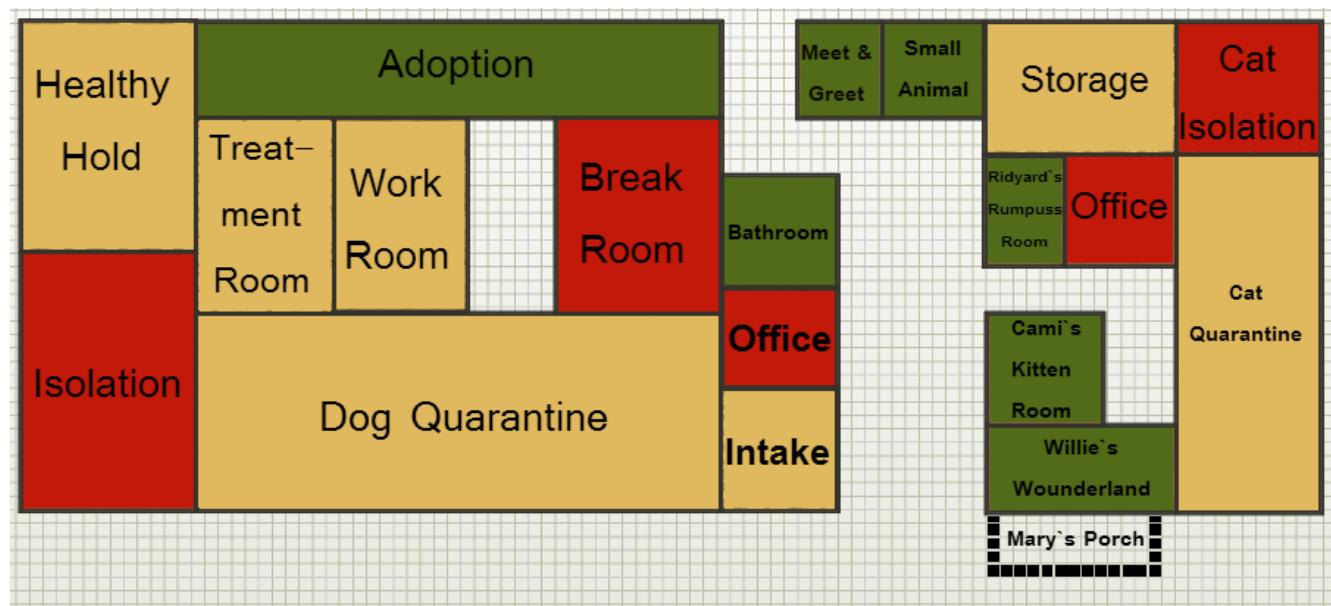
Animal Harbor is not responsible for the loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amount of cash or valuables with them while working on-site or at Animal Harbor events.

### Reasons for Dismissal:

- Failure to adhere to the guidelines, policies, and procedures.
- The use, sale, possession, or transfer of a controlled substance or alcohol on Animal Harbor premises or AH event.
- Any abuse of the animals.

### In return you will get:

- 1) LICKS & TAIL WAGS.
- 2) Volunteers who are actively involved with us for over 6 months will have the fee of one pet adoption waived. This is in gratitude for all that our volunteers do for us.
- 3) An opportunity to work in a growing and well-respected animal shelter that helps the community as well as the animals.
- 4) Education about animals through direct volunteer work & a variety of educational opportunities.
  - 5) Experience in a variety of job opportunities.
  - 6) The chance to explore new career opportunities.
  - 7) The opportunity to develop new skills or polish old ones.
  - 8) Support and feedback from a professional staff.
  - 9) A chance to meet others who share your interests.
  - 10) The opportunity to help save and improve lives.



Red- DO NOT ENTER

Yellow- Enter only under supervision

Green- Free to enter

**Address:**

56 Nor-Nan Rd. Winchester TN 37398, or  
P.O. Box 187, Winchester TN 37398

**Hours:**

We clean Mon.-Sun. 8am-Noon  
Sat. 7am-10am & 3pm-5pm.

We are open to the public  
Tue.-Fri. 12-5pm  
Sat. 10-4pm

**Online:**

- |             |   |
|-------------|---|
| Website -   | <a href="http://www.AnimalHarbor.org">http://www.AnimalHarbor.org</a>   |
| Pinterest - | <a href="http://pinterest.com/animalharbor/">pinterest.com/animalharbor/</a>  |
| Instagram-  | AnimalHarbor #SelfieSaturday every Saturday with an adoptable pet   |
| Twitter-    | @AnimalHarbor use #HarborHeroes   |
| Tumblr-     | <a href="http://animal-harbor.tumblr.com">animal-harbor.tumblr.com</a>  |
| Facebook-   | <ul style="list-style-type: none"><li>○ <u>Main Page Animal Harbor</u>- Most Harbor events and current happenings.</li><li>○ <u>Franklin County TN Lost and Found Pets</u> – Lost and found pets in the area.</li><li>○ <u>Animal Harbor Volunteers (Group)</u> – News, events, and resources for our volunteers.</li></ul> |

**E-mail contacts:**

Dianna Ogden, Director, Volunteer coordinator  
Rini Tyler, Acting Shelter Manager, Volunteer coordinator  
Susan Rupert, President  
Patricia Dover, Vice President  
Cecelia Brodioi, Secretary  
Phyllis Larson, Treasurer  
Anne Giles, Treasurer  
Dr. Sue Ridyard, Director

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