Our Mission
Our mission is to lead the community in efforts focused on relieving the suffering of, preventing cruelty to, and providing for humane treatment of animals.

Our Purpose
The Toledo Humane Society (THS) believes in improving the quality of life for the animals and people in our community.

Our Vision
To create an educated, caring and responsible community free of animal abuse and neglect.

The Toledo Humane Society is committed to the welfare of animals and to promoting a healthy bond between animals and their human companions. We shall...

- Provide temporary shelter and care for animals while seeking permanent homes.
- Advocate for animals... speaking for those who cannot speak for themselves.
- Intervene and prevent cruelty to animals.
- Educate the community regarding animal issues, responsible care and training, and the correlation between animal cruelty and human abuse.

Our Philosophy
At THS we believe: Every adoption at THS is unique and special. It is our goal to match suitable pets to appropriate forever homes.

- In leading efforts in our community to reduce pet overpopulation by continuing to spay and neuter every adopted animal.
- We have a responsibility to provide leadership in passing legislation to protect animals.
- Acts of cruelty, neglect and abandonment should be investigated and the quality of life of animals improved through education or legal intervention

When you volunteer with The Toledo Humane Society (THS), you are giving the animals one of the greatest gifts of all — your time. Whether you are spending one-on-one time with the animals, helping at events or assisting in some other way, you are helping the animals to feel loved. For that, everyone here at THS is incredibly grateful, especially the animals. We wish you an enjoyable, safe, fulfilling and rewarding volunteer experience!

To learn more about volunteering with us and to ensure an even better volunteer experience, please take some time to read this handbook.
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Services that THS Provides the Community

Cruelty Investigations: THS Animal Cruelty Officers investigate reported cases of alleged cruelty to animals (abuse, neglect, or abandonment) throughout Lucas County. THS has two full-time cruelty officers who receive over 2000 calls about cruelty cases each year. While many situations are resolved with education, some animals are removed (temporarily or permanently) by court order, and some cases end up in a court of law.

Animal Intake/Adoption Services: Most animals at our shelter were displaced from their previous home. They are surrendered for a variety of reasons, for example, behavior problems that went unresolved, a family member developing allergies, the death of an owner, or a move to a property that does not permit pets. Others are here because they were exposed to animal cruelty, and the conditions were not able to be improved in a reasonable time frame or manner.

Our Animal Care and Veterinary staff care for healthy, domestic pets until they are adopted. Every animal is examined and receives in-house veterinary services, including initial vaccinations, worming, and is spayed/neutered before leaving for their new home.

Veterinary Department: THS is fortunate to have staff veterinarians to handle the thousands of at-risk animals that come to us for care. We also employ Registered Veterinary Technologists and Veterinary Assistants to help with animal care.

Education Department: The Toledo Humane Society believes that respect for living things, including animals and people, begins with education. The THS Education Department offers a variety of single and multi-day programs designed to appeal to different age groups and interests. To accommodate the busy schedules of students, we offer educational opportunities after school and on Saturdays. Costs vary from program to program.

Foster Program: In addition to being a fun and rewarding experience, you also get the satisfaction of helping an animal in need while preparing them for adoption! Our network of foster volunteers allows us to provide specialized care to more animals in need while also opening space at the shelter for more homeless pets. You also receive the benefit of a wonderful companion without the long-term commitment! It is also easy to get started, and THS can provide any supplies and support you need to get started! E-mail foster@toledohumane.org for more information on fostering.

Thrift Store: Our Thrift Store accepts donations of gently used furniture, small appliances, decorative items, and much, much, more. All donations are tax deductible and proceeds from the sale of these items are used to benefit The Toledo Humane Society and the animals in our community. Our Thrift Store is ADA compliant and meets the State of Ohio standards for upholstered items.
THS Hours of Operation
Phone number: 419-891-0705

Monday – Friday  12:00 p.m. – 6:00 p.m.
Saturday - Sunday 12:00 p.m. – 5:00 p.m.
Closed on Holidays

Volunteers are welcome to come as early as 8:00 a.m. every day and should end their day by the shelter’s closing time.

Thrift Hours of Operation
Phone number: 419-214-0151

Tuesday – Saturday 11:00 p.m. – 7:00 p.m.
Closed on Sunday and Monday

Volunteers are welcome to come to Thrift as early at 9:00 a.m. Tuesday-Saturday and should end their day by the store’s closing time.
About the Handbook

This handbook summarizes many of our volunteer policies and procedures. All THS staff members are responsible for administering the policies described in this handbook and can provide you with further information or clarification if you need it.

THS volunteer management staff and their designees may modify, rescind, delete or add to the provisions of this handbook at any time. If changes are made, we will notify you as soon as possible.

Volunteer Program Information

Minimum age for volunteers: For reasons of safety and liability, we cannot accept volunteers under the age of 10, and volunteers under the age of 16 must be accompanied and supervised at all times by a parent or legal guardian who has also gone through orientation with the junior volunteer. Since it is difficult for a parent to supervise more than two children at one time it is necessary to ask that we stay within that ratio. Parents must be present and work side-by-side with their child. Working with THS animals should be a safe experience as well as a learning experience.

Dog walking: All dog walking volunteers are required to attend training for this position. To be an effective dog walker, you will be instructed in basic obedience techniques that will benefit the dog and make him/her more adoptable. Not only will you be walking the dogs, you will be required to maintain the kennels. Staff and/or mentor volunteers will teach you the proper procedures and what supplies are needed.

Our dogs are color coded to encourage volunteers to only walk dogs suitable for them. “blue” dogs are the easiest to handle; “orange” dogs are a bit more difficult; “red” dogs should only be walked by an experienced handler. Volunteers under age 16 are only allowed to walk “blue” dogs after going through dog walking training.

Volunteers ages 12 – 15 can walk “blue” dogs next to their parent or guardian. Parents supervising Jr. volunteers under age 12 are required to double leash the dog for the safety of both the child and the animal.

Accidents and injuries: Any accident or injury occurring on the job should be reported immediately to the area supervisor where it occurred and an incident report must be completed. All volunteers are required to have their own medical coverage. We also require a signed copy of our volunteer agreement on file in the volunteer office prior to beginning service.

Attire: Volunteers are required to purchase a volunteer t-shirt and name badge for $25. These are both required while you are working in the shelter or at specific special events. Volunteers under age 16 must wear a light blue THS volunteer t-shirt while volunteers 16 and older will wear a gray THS volunteer t-shirt. Rubber sole shoes are recommended for safety reasons. Open-toed shoes, sandals, or loose, snaggable
jewelry are not allowed. Inappropriate clothing such as “short” shorts or exposed midriff shirts are prohibited. Failure to comply with all proper dress codes will result in dismissal for the day.

**Community service learning students:** Please look over the ‘Volunteer At Home’ section on our website for ideas on how to volunteer at home! We normally do not allow students who need service hours to sign up for orientation since they plan to be with us for a limited period of time.

**Court-ordered community service workers:** On occasion we do utilize court-ordered community service workers. These individuals are required to do volunteer hours in our shelter. They have been carefully screened by the Volunteer Coordinator and are not dangerous offenders. Only community service workers that have minor infractions are allowed to perform their hours at THS. We do not accept anyone with charges such as violent crimes, crimes against animals, or sexual related crimes. If you have questions or concerns about working with community service workers, please see the Volunteer Coordinator.

**Disciplinary action:** THS volunteers are expected to adhere to the same policies and procedures as staff members. This includes high moral standards and ethical treatment of the animals. We also try to provide a cohesive work environment for staff and volunteers and expect everyone to respect each other while working at THS. Anyone violating rules and/or regulations will be appropriately disciplined or asked to refrain from volunteering.

**Fire and emergencies:** In the event of a fire, staff and volunteers are to exit the building immediately and report to the flagpole in front of the building for an attendance check. If you discover a fire, calmly report the location of the fire to a staff member.

**Isolation rooms and holding kennels:** Some rooms are used to isolate certain animals. The isolation room helps prevent the spread of contagious diseases to animals throughout the shelter, and the holding kennels are used for dogs held due to cruelty confiscation and/or bite holds. Only volunteers trained to work in these rooms are allowed to enter them.

**Logging your hours:** When you complete your online volunteer application you will create a username and password. When you begin your volunteer service you will need these two items to get into the terminal located at the volunteer check in station. Please log your hours each time you volunteer for the Humane Society. Your approved volunteer hours will be credited to your time bank.

**Personal belongings:** Please leave all personal belongings locked in your car; the facility is open to the public and we cannot guarantee the security of your belongings. There is an area in the back hallway to hang your coat. THS is not responsible for the loss of any personal property.
Questions from guests: If a guest has a question or needs information that you are not able to provide, please look for a staff member to assist them.

Smoking: Smoking is only permitted outside the building and never when walking dogs.

Stautzenberger vet tech students: Special assignments will be given to Stautzenberger students who are pursuing their vet tech certification.

Surgery suite and clinic: These rooms are off limits to volunteers unless accompanied by a staff member. Please do not enter the surgery suite or clinic without permission. The only exceptions are if you are dropping off a fecal sample or if you are requested to enter by a staff member.

Telephone calls: If you wish to make a personal phone call, one of our staff members will be happy to assist you. You may carry your cell phone. Please remember, while using your cell phone always be aware of what’s happening around you. Cars in the parking lot, other dog walkers, squirrels, etc. can be a big distraction to the dog you are walking.

Volunteer postings: Please be sure to check postings on the bulletin board and “help needed” on the job board in the volunteer check in area. Any changes in policies will be posted there as well as special event sign-up sheets. Notices and volunteer requests are sent via email and also posted on the bulletin board as well as the volunteer Facebook page (THS volunteers).

Representing THS

When you’re serving as a volunteer for THS, your words and actions reflect on the organization. We know volunteers may have a variety of beliefs and values when it comes to animal welfare issues, and we sincerely accept this diversity of thought. However, if there is an issue on which THS has not taken a position, you should remain neutral on the matter while representing THS. Any personal comments you make should be clearly identified as personal comments.

As a volunteer, you are permitted to act as a representative of THS, but please do so only to the extent described in your position description.

Social media

Online communication tools like blogs and social media networks (e.g., Facebook, Twitter and Instagram) have become the go-to channels for people who are interested in keeping up with the Toledo Humane Society. For that reason, please use good judgment whenever you contribute to our social media pages. We encourage volunteers to join online conversations and spread the word about THS and the animals, but you should never speak as an official representative of THS.
When you are engaging with others via social media on behalf of the Toledo Humane Society, please keep in mind the following:

• **Be transparent:** Identify yourself as a volunteer of our organization.

• **Be accurate:** Check your facts with a staff member who’s involved with the issue before posting. Take every precaution to gather the most current information available. Be the first to acknowledge and correct your own mistakes.

• **Be considerate:** Please do not use profanity, derogatory language, or personal attacks, or engage in any other inappropriate conduct.

• **Be professional:** Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights, or flame wars that would reflect poorly on you or THS. If you have any doubts about the appropriateness of your involvement in an online discussion, please disengage or do not get involved in the first place. Pass along the link to either the volunteer director or shelter manager.

• **Protect sensitive information:** Protect THS’ confidential and proprietary information as well as the personal information of others. Get permission to use copyrighted content such as photos or videos, or to cite or reference our supporters, partners or suppliers. Do not disclose or use any confidential or business information about our organization, such as member or donor information. Do not disclose personal information about co-workers, volunteers or former employees.

You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach and more. However, THS volunteers are prohibited from starting any new social media properties that represent the organization. If you have any questions about this, please contact your volunteer director.

**Media contact**

Media relations can be complex. For that reason, we ask that, as a THS volunteer, you do not speak for THS with the media without prior permission from your direct supervisor. Please send all media inquiries directly to Abbey Hall, abbey@toledohumane.org. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

**Standards of conduct and customer service**

The Toledo Humane Society upholds the highest standards of conduct and service for saving the lives of animals. When you are serving as a THS volunteer, we ask that you please do the same. Here are a few service guidelines that we kindly request you follow.
Be professional. As a volunteer, please present an image that is both professional and appropriate to your working conditions. Remember, you represent THS and the first impression you create may be a lasting one. Keep the following in mind:

• THS Volunteer T-shirts and name tags should be worn and be visible at all times when representing our organization in public. Other attire should be clean and appropriate for the setting.
• Be positive. A positive attitude is contagious. Approaching your assignment with enthusiasm and dedication will positively impact members, potential members and staff.

Some other tips:

• Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
• Respond positively to complaints; never argue with anyone or dismiss someone’s point of view.
• Be friendly, courteous and helpful. Common courtesy goes a long way toward making a favorable impression on our current and potential members, volunteers, adopters, donors, corporate partners, the general public, and THS staff.

Remember the following:

• A smile goes a long way. Smile when someone approaches you at the shelter, an event or function.
• Treat each person with kindness, and as an individual.

Attendance policies and procedures

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of the Toledo Humane Society’s mission. For that reason, we ask that you please do not make a commitment that you may be unable to fulfill, or take on responsibilities for which you feel unqualified.

Cancellations and ‘no-shows’

We understand that life happens and you may not always be able to make it in. We encourage you to try to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities.

Personal leave of absence

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period of time. Please discuss your needs with the volunteer department.
Confidentiality and nondisclosure policy

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of the Toledo Humane Society to which you are exposed while serving as a volunteer. **Failure to maintain confidentiality will result in termination of your relationship with THS.**

Volunteer Performance Support

Our goal is to make sure all our volunteers have wonderful, rewarding experiences with THS, while providing the best care possible to the animals. We welcome feedback from our volunteers! In certain cases, we may conduct performance feedback sessions with our volunteers to give THS staff a chance to meet with volunteers one-on-one to review the position description, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in the best interests of the Toledo Humane Society, it may be necessary to end the volunteer relationship. Volunteer management staff may end your volunteer relationship at will.

Volunteers have the ability to be written up three times. At the third write up, the volunteer will be let go. When the relationship between THS and a volunteer is terminated, all THS property, if any has been issued, must be returned to THS.

Causes for release from volunteer service

Potential causes for release from volunteer service include:

- **Verbal or physical mistreatment of animals or THS employees**
- **Breaking of confidentiality**
- **Failure to adhere to policies or follow procedures**
- **Inactivity**
- **Inappropriate drug or alcohol use**
- **Inappropriate or unprofessional conduct**
- **Not fulfilling the duties of the volunteer position**
- **Misrepresentation of the Toledo Humane Society**
- **Theft**
- **Violence or implication of violence**

Grievance procedure

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of a staff supervisor or the volunteer department.

The volunteer management staff make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.
Health and Safety Information

Your health and safety, and the health and safety of all the animals at the shelter, is very important to THS. Though most staff and volunteers work at the shelter for many years without experiencing any problems or incidents, we need volunteers to know that there are some risks involved when working at a shelter. Some of those risks include getting a bite, scratch or puncture wound from an animal; catching an illness or parasite from an animal (like ringworm); and experiencing a slip, fall, sprain or other injury while working at the shelter.

Bites, scratches and puncture wounds

Bites, nips and scratches sometimes happen when you work with animals. If this occurs, especially if there is a break or puncture in your skin, it’s critical to inform a shelter manager immediately. Tetanus is a bacteria that can be found in an animal’s saliva and it can be introduced into your body through an existing or new cut, scrape or puncture wound. It is a serious illness. THS recommends that all volunteers be vaccinated against tetanus. If you haven’t had a tetanus vaccine in the past 10 years, please consider getting one. You do not have to follow this advice in order to volunteer. However, all volunteers do sign a waiver form when they become a volunteer. You can greatly minimize the risks of being bitten or scratched by animals if you carefully follow rules for safe animal handling at THS.

Catching an illness or infection from an animal

THS does our very best to screen the health of all the animals so that volunteers do not come into contact with animals that have contagious illnesses. However, no screening process is 100 percent effective and it is possible that you will come into contact with sick animals from time to time. Thankfully, most of the illnesses that animals get cannot be transmitted to humans. However, there are some illnesses, called zoonotic illnesses that can affect both animals and humans. Examples of zoonotic illnesses that can affect both people and pets are rabies, ringworm, hookworm, roundworm, toxoplasmosis, giardia, Lyme disease and salmonella. You can greatly reduce your risk of contracting zoonotic illnesses by consistently following proper hygiene and animal handling rules at THS.

Slips, falls, sprains, strains and other injuries

As we regularly clean to maintain good infection control, please remember that the floors may be wet and slippery throughout the day. Wet floors, as well as items like hoses, animal toys, and cleaning tools on the floors can cause a slip or fall. Wearing non-slip footwear and being observant of your surroundings is important to your safety. In addition, some of the animals at the shelter are quite strong. We ask you to use good judgement in choosing the animals to work with. In addition, volunteers who help with activities that involve lifting or moving heavy items like food and crates also need to
exercise good judgement in only lifting or handling those items you are certain you can safely manage.

A volunteer will never have to walk or care for an animal that they are not comfortable with.

THS Staff Roles

Adoption staff: Our adoption staff is responsible for making life long matches between potential adopters and our animals here at the shelter, as well as counseling them on their decision to add an addition to their family. To expand our reach in the community, THS animals are showcased at offsite locations as well.

Animal care staff: These staff members are responsible for the everyday care of the animals. They are responsible for cleaning and disinfecting kennels, cat and kitten areas, as well as pocket pets. They dispense food and water, help in the general care of the animals, continuously monitor the animals, and also help with adoption counseling. They also help process the animals that are surrendered to us, assessing their behavior and preparing them for intake.

Certified veterinary technicians: Vet techs are specially trained to assist the veterinarians with surgical procedures and administration of medications.

Cruelty investigation officers: These certified individuals are responsible for investigating calls in all parts of Lucas County. We receive over 2,000 reports of animal abuse and neglect annually. While most calls/complaints can be handled through educating an owner, sometimes we are forced to confiscate an animal due to a life-threatening situation. Those owners are charged with cruelty to animals and must appear in court.

Customer service personnel: It is important that our reception desk is staffed with friendly, knowledgeable individuals who greet and direct potential adopters, answer phones, and supply information to callers needing assistance.

Education department: THS believes that educating the public about respect and compassion towards animals is the best way to prevent animal abuse and neglect. Our education department provides programs and camps to the public to help enlighten people about the importance of the human-animal bond.

Foster department: Our valuable foster care program helps underdeveloped, sick, or injured animals until they are healthy and available for adoption. You can email foster@toledohumane.org if you have foster questions or are interested in fostering.

Maintenance: Performs Janitorial & building maintenance. Also takes care of our grounds keeping.
On-staff veterinarians: THS is fortunate to have staff veterinarians to handle the thousands of at-risk animals that come to us for care. Prior to adoption, our vets spay or neuter every animal, conduct health screening, administer age appropriate vaccinations, treat for internal/external parasites, and bathe and groom if needed. All dogs, cats, puppies and kittens are microchipped at the time of adoption.

Thrift store staff: Take care of all aspects of running our resale store at Reynolds Rd. All profits go towards the care of our animals at THS.

Veterinary assistants: Assist the vet techs and veterinarians.

Volunteer staff: Are here to assist volunteers. Please don’t hesitate to contact them if you have any questions or concerns. The Volunteer Coordinator, Julianne Warr can be reached by email at: jwarr@toledohumane.org.

Volunteers: We currently have 150+ dedicated volunteers who give their time and energy to help to complete a wide array of tasks that have a direct impact on the care and comfort of the animals while they await adoption. The available positions for volunteers are listed and described below.

THS Volunteer Positions

Cat Cuddler Volunteer: Cleans out cages & litter boxes when needed, refills water dishes, socializes cats/kittens, gives treats and toys, also may answer questions from guests.

Dog Walking Volunteer: Walks & socializes dogs, cleans up messes in kennels, refills water bowls, answers questions from guests. Dog walkers must attend specialized training.

Education Volunteer: Assists with education camps, birthday parties, and off-site events.

Foster Volunteer: Helps and houses shelter pets that are too young to adopt, have a minor but contagious health condition, are healing from an injury or just need a break from shelter life.

Clean Team Volunteer: Washes laundry, washes and sanitizes food dishes and litter boxes. We always need help with these tasks.

Thrift Store Volunteers: Helps to clean, price, and stock merchandise. Will also be expected to help and answer questions from guests.

Pocket Pet: Cleans out small animal cages and refills food and water.

Receptionist: Pleasant, knowledgeable individuals who greet and direct potential adopters, answer phones, and give information to callers and guests who need assistance.
**Special Events:** Helps with taking dogs to off-site events and answering questions about them while they are there. May fill out any hold paperwork as well.

**THS Welcomes Junior Volunteers**

Welcome Junior Volunteers! Your contribution to our volunteer program is very important. Volunteering is not all fun and games, but we want your time here to be enjoyable and productive. Expect to get dirty... expect some smelly things.... expect to have FUN!

Here is a list of tasks that our Junior Volunteers are encouraged to do.

- Jr Volunteers under age 12 must double leash with a parent and should only walk the “blue & orange” coded dogs.
- All dog walkers must help maintain clean kennels, even our Jr. Volunteers.
- Jr Volunteers 12 and older may walk “blue & orange” coded dogs only accompanied by a parent. No need to double leash.
- Socialize the animals in the pocket pet room & assist in cleaning their cages.
- Assist in the cat and kitten rooms, tidy up the rooms, scoop litter boxes and cuddle cats.
- Assist with cleaning, dishes and laundry.
- Stuff, staple, stamp mass mailing materials.
- Assist with appropriate Special Events.
- Yard work such as raking and weeding, etc. No power tools or power equipment.

Because our Jr. Volunteers are an important part of our overall animal care program, we want you to feel like your time is well spent. If you have questions about anything or need assistance while you are here, please do not hesitate to ask a staff member. We truly appreciate your help!

JV Orientations will take place every two months.

**Don’t forget….*

All Jr. Volunteers must wear a light blue THS volunteer t-shirt and be accompanied by a parent or guardian who has also gone through orientation with them at all times.
About Euthanasia

What is Euthanasia?
Euthanasia is a term that means “gentle death”. It is the practice of gently and humanely putting animals to death when the shelter is unable to place them with new caring owners. As a volunteer, you will never have to witness euthanasia. However, we believe it’s important that you understand that it sometimes happens at the shelter and why.

Which Animals Are Euthanized and Why?
The most common reasons that animals may be euthanized is if they are dangerously aggressive or have a contagious illness that puts other animals or people at risk of infection. Whenever possible, the shelter treats these illnesses so animals can be adopted. However, some conditions are simply too difficult or expensive to treat or too infectious to safely keep the animals at the shelter. We never, ever euthanize for lack of space for our animals

How Euthanasia Occurs
Once a shelter supervisor makes the difficult decision that euthanasia is necessary, a trained euthanasia technician administers the animal a sedative. The sedative ensures that it feels no fear, anxiety or pain. Once the animal is sedated, a second injection is given that immediately ends the animal's life. Animals that are euthanized are then cremated at an off-site location.

What We’re Doing to Prevent Euthanasia

Our Foster Care Program: Foster volunteers expand our capacity to care for animals by temporarily housing and caring for animals that cannot be in the shelter due to minor but contagious health conditions, correctable behavior problems or lack of space.

Spaying and neutering all dogs, cats, puppies, kittens and bunnies that leave our building: To help cut down on the number of homeless animals in our area, our veterinarian spays and neuters every one of these animals that come into our building.

Working cat program: We are able to spay and neuter feral cats surrendered to us and place them in our working cat program. These cats are not tame and can help keep mice and other rodents away from your barn, garage, and other buildings. Cats must be provided with food, water, and shelter even though they are outdoor cats.
Standard Operating Procedures (SOPs)

Standard Operating Procedure: Laundry and Dish Rooms

**Filling the sinks:**
1. Fill the right side of the sink ¾ full (15 gallons) with hot water. Turn on the soap dispenser (on the wall on the left-hand side).
2. Fill the next sink to the left about ¾ full (15 gallons) with plain hot water.
3. Fill the next sink to the left ¾ full (15 gallons) with water and add 1 gallon of bleach.
4. Fill the far left side sink with plain hot water.

**Washing Dishes:**
1. Dishes must be washed in the hot soapy water, rinsed in plain water, and placed in bleach water.
2. Let the dishes soak in Bleach water for 2 minutes.
3. Rinse dishes in plain dish water.
4. Place dishes upside-down on the towel lined table next to the sinks.
5. Once dishes are dried with a towel they are to be put on the appropriate shelves.

**Cleaning Litter Pans**
1. Litter pans need to be washed with dish detergent, rinsed in plain water, and placed in Bleach water.
2. Let the litter pans soak in Bleach water for 2 minutes.
3. Rinse litter pans in plain water.
4. Place litter pans upside-down on the towel lined table behind the sinks.
5. Once litter pans are dried with a towel they are to be loaded with the proper amount of litter.
   a. Small- 2 scoops, medium-3 scoops, large- 4 scoops

**Laundry:**
1. Laundry is to be maintained throughout the day.
2. When loading the washer you must shake out each item into a garbage can before putting it into the washer.
3. You do not need to add soap, it is automatically loaded. Fill the washer as full as possible. Make sure that nothing is in the way of the door shutting.
4. Shut the door and pull the handle closed.
5. Press the green “start” button two times until the green “wash” light is lit. Do not touch any other buttons.
6. Each load takes 33 minutes.
7. After the wash is complete, place items into the dryer, shake out individually before you load.
8. Place 4 dryer sheets in the dryer with each load.
9. Close the dryer door and hit the green “start” button to start the dryer. Do not touch any other buttons.
10. When laundry is dry (machine is on a set dry schedule), fold laundry neatly and place it in appropriate laundry bins. Washcloths and hand towels go on the shelves above.

11. Clean the dryer lint screen. Open the lower panel of the dryer. Use a broom to gently remove all lint and throw it in the garbage can.

**Standard Operating Procedure: Morning walking and cleaning**

**SOP # C-2.1**

**Effective Date:** 4/01/18

**Purpose:** To ensure we are using the most efficient methods and chemicals to clean animal holding areas.

**Revision History**
- 04/01/18 Created
- 10/13/22

**Persons Affected**
- Animal Care attendants
- Volunteer
- Shelter Supervisors

**Policy:** Staff will follow the best practices for cleaning main kennels and holding kennels, including floors as outlined in the Association for Shelter Veterinarian guidelines.

**Definitions:**
- **Rescue:** A disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.
- **Spot Cleaning:** Where the animal remains in its cage while the cage is tidied, and soiled materials, urine, and feces are removed. Spot cleaning may be less stressful for the animal as it requires less animal handling and does not remove familiar scents from the enclosure.

**Procedure:**
1. The cages in the Calming Center will be the first dogs that are taken out to the four separate sections of the play yard.
2. The priefert kennels can be used for dogs who jump fences.
3. Next move on to Kennel 1-6. Kennel 6 has the drain so be sure to wash everything towards kennel 6.
4. After all the 6 kennels have been rinsed, rescued, scrubbed, and squeegeed (making sure you are scrubbing the floors in front of the kennels, including all corners) you will then need to dry off the floor with a towel to get the remaining water from inside and outside the kennel.
5. Follow the same procedure for kennels 23-kennel 21. Wash kennel 23 towards kennel 21 which has the drain.
6. Next would be kennel 13-20 going towards kennel 20.
7. Kennels 13-7 will be cleaned next. Spray towards kennel 7.
8. Double check all drain covers that are located in K6, K21, K20, and K7. Squeegee main floor walkways after removing bins of dirty laundry, trash, and all cleaning supplies/food/dishes.
9. Once in holding kennels we will use the play yard and the prieferts set up in the back as holding areas while cleaning. Using the same procedure as the main kennels clean all the floors in front of the holding kennels.
10. Holding kennels 11-6 will go out first. Spray all debris towards K1 where the drain is located.
11. Holding kennel 5-1 is the next group to go out.
12. Once all kennels have been cleaned be sure all dogs have toys and enrichment.
13. Double check all the floors are clean before we open for the day.

Staff is in charge of taking the dogs out to the play yards and back inside. Volunteers can assist with bringing the dogs in/out. Trained Holding Kennel volunteers can assist with staff/holding dogs. Only staff will walk “staffy only” dogs to the yard. The staff will tell the volunteers where exactly each individual dog will be going (big play yard, side yard, or priefert). While the staff is inside cleaning the kennels the volunteer(s) (if present) will be monitoring the dogs while outside. Once that kennel block is fully clean staff will assist the volunteers with bringing the dogs back inside. Dogs can only come back inside once the entire kennel block is fully cleaned and set up.

Standard Operating Procedure: Cleaning Pocket Pet Room
SOP # C-4 Effective Date: 04/17/17

Purpose: To ensure we are using the most efficient methods and chemicals to clean animal holding areas.

Revision History
-10/17/16 Created
-01/03/17
-04/17/17

Persons Affected
-Animal Care attendants
-Volunteers
-Shelter Manager
-Shelter Director

Policy: Staff will follow the best practices for cleaning the Small Animal room, including floors as outlined in the Association for Shelter Veterinarian guidelines.

Definitions:

- **Rescue**: is a disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.
● **Spot Cleaning:** where the animal remains in its cage while the cage is tidied, and soiled materials, urine, and feces are removed. Spot cleaning may be less stressful for the animal as it requires less animal handling and does not remove familiar scents from the enclosure.

**Equipment needed:**
- Litter boxes (empty)
- Gloves
- Food bowls
- Towels
- Garbage can and garbage bags
- Rescue cleaner
- Paper towels
- Dirty laundry bin

**Responsibilities:**
- Animal care attendants are responsible for following the cleaning procedure outlined below.

**Procedure:**
1. For each cage:
   **use clean gloves**
   - Take out the dirty litter box and dump debris in trash.
   - Take out the food bowl and place aside.
   - Take out the towel if it is dirty, shake it out and place it in the dirty laundry bin.
   - Replace a clean towel.
   - Replace clean litter box half filled with yesterday’s news and other half filled with hay.
   - Replenish food and fresh vegetables (if we have any)
   - If there is still a small animal assigned to a cage and it needs to be cleaned, remove the animal and allow them to run on the ground (door must be shut), spray with Low Rescue and wipe down
   - Put hidey box for them to run under as long as they are small enough to fit, (most rabbits will not fit under)
2. Cleaning a mobile cage or aquarium.
   - If the animal is a hamster, rat, gerbil, or mouse. Remove all bedding from the cage if soiled. Spot clean only all other days.
   - Bedding for hamsters, rats, gerbils, or mice is care fresh bedding. Newspaper can be put down first with the bedding filled in on top.
   - If we have birds they will need newspapers replaced with no bedding.
3. If the cage is empty, spray down all walls, perches and cage doors (inside and outside) with hi-strength Rescue mixture and wait 5 minutes. Then thoroughly scrub the entire
cage from all debris with water and a sponge, being sure to remove all debris from walls, cage ceiling and inside and outside of doors/cage bars.

4. Clean off the tops of all cages.
5. Restock each room. Refill dry food, water containers, newspaper and toys.
7. Dump out machine after use and refill to be used throughout the day.

Standard Operating Procedure: Filling mop buckets

SOP # C-6  Effective Date: 8/30/19

Purpose: To ensure we are using the most efficient methods and chemicals to clean animal holding areas.

Revision History  Persons Affected

Policy: Staff will follow the best practices for filling and utilizing mop buckets used for cleaning animal kennels and floors. Mop buckets are used to clean the floors in the Calming Center and Real Life room as well as floors throughout the shelter. Clean mop water mixed with Rescue must be used to make sure the spread of disease is minimized.

Definitions:

- **Rescue**: A disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.

Procedure

1. Make sure the mop head is as dry as possible by ringing it out 5 times
2. Empty the mop bucket in the dog toilet in the dog prep room
3. Rinse out the bucket and dump out the water again.
4. Place the bucket on the ground and fill it to the 4 gallon mark (marks are located inside the mop bucket)
5. Roll the mop bucket to the back hallway where there is a large blue drum of Rescue
6. Place the measuring cup below the drum and pump it until the Rescue is dispersed
7. Use one cup of Rescue per gallon of water (4 gallons of water will get 4 cups of Rescue, etc).
8. Take the mop bucket back to the dog prep room and place the mop head in the clean water.
9. Wring the mop head out at least 5 times before using it
Standard Operating Procedure: Cleaning Kitten Room

SOP # C-8

Effective Date: 04/17/17

Purpose: To ensure we are using the most efficient methods and chemicals to clean animal holding areas.

Revision History
-10/17/16 Created
-01/03/17
-04/07/17

Persons Affected
-Animal Care attendants
-Volunteers
-Management

Policy: Staff will follow the best practices for cleaning the receiving's, including the floors as outlined in the Association for Shelter Veterinarian guidelines.

Definitions:
- Rescue: A disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.
- Spot Cleaning: Where the animal remains in its cage while the cage is tidied, and soiled materials, urine, and feces are removed. Spot cleaning may be less stressful for the animal as it requires less animal handling and does not remove familiar scents from the enclosure.

Equipment needed:
1. Kitten cart (from cat prep room)
2. Clean litter boxes (one per cage)
3. Water jugs
4. Garbage can
5. Clean dishes and paper trays (for wet food)
6. Clean towels and blankets
7. Canned cat food
8. Dry kitten and cat food
9. Paper towels
10. Rescue spray bottles High and Low
11. Gloves
12. Broom and dust pan
13. Mop using Floor machine

Responsibilities: Animal Care attendants are responsible for following the cleaning procedure outlined below

Procedure:
1. Put on gloves (change gloves after every cage)
2. If a cage is minimally disrupted, kittens can be left in the cage during cleaning. Do not move kittens into another cage to clean. Only remove kittens if the cage needs complete cleaning or they continue to jump out. Put kittens into a clean carrier if they cannot stay in the cage. Use a different carrier for each kitten or litter of kittens.
3. Empty kennel of all items (towels, litter box, toys, bowls, etc.)
4. Scrub up spots on the floor and the wall with Rescue spray bottle. Be sure to clean under the shelf in the cage and the cage door.
5. Replace towel, blankets, bed, and toys.
6. Replenish food and water, and give canned food in paper bowls. Give each cat or kitten 2 Tablespoons of canned food.
7. Place kitten(s) back in cage
8. If cage is empty, spray down all walls (including floor and ceiling), perches, and cage doors (inside and out) with extra strength Rescue (1:16 dilution)
   a. Let sit for 5 minutes
   b. Scrub entire cage, be sure to remove all debris (food, poop, boogers, etc.) from walls, perches, under perches, ceiling, and doors.
   c. Set up cage with towel, clean litter box, food and water bowls, and toys.
9. Sweep entire room.
10. Mop the floor using the floor machine. Be sure to empty and refill after use.
11. Remove garbage bag from trash can and take it straight to the dumpster.
12. Restock kitten cart as needed, (litter boxes, dry food, wet food, paper towels, etc. and refill Rescue bottles).

**Standard Operating Procedure: Dog walking for volunteers**

**SOP # V-1**

**Effective Date:** 04/01/18

**Purpose:** To ensure the The Toledo Humane Society volunteers are following safe and appropriate guidelines as they are walking shelter dogs

**Revision History**

- 03/18/19
- 3/29/19
- 9/3/19
- 9/20/19

**Persons Affected**

- Volunteers
- Management
- Staff

**Policy:** To follow best practices to ensure that THS shelter dogs are walked safely and in a manner to help reduce shelter stress

**Definitions:**
- Shelter dog: A dog that is in the care of THS while waiting to be adopted
- Rescue: A disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.
- Spot Cleaning: Where the cage is tidied, and soiled materials, urine, and feces are removed. Spot cleaning may be less stressful for the animal as it requires less animal handling and does not remove familiar scents from the enclosure.

**Equipment needed:**

- Leash
- Proper knowledge of the dog walking board
- Poop bags
- Cleaning supplies

**Responsibilities:** Ensure the physical safety of the our shelter dogs

**Procedure:**

1. Get a leash and poop bags from the dog prep room.
2. Proceed to the dog walking board inside kennels
3. During the day, you will be walking the dogs based on who was out the longest time ago. For example; if you arrive at 11:30 a.m. to walk dogs and when you look at the board you see that Penelope was out at 9:30 a.m. and all the other dogs were out after her, you will walk Penelope first. Keep walking dogs based on whoever was out the earliest. Please note: At no time does a volunteer have to walk or care for an animal that they are not comfortable with
4. Check the notes on the board for each dog as you take him/her out and follow any guidelines on the magnets. For instance: if the magnet says “Holding Kennel Volunteers Only” or “Staff Only Dogs” you are not able to walk the dog
5. Put an “I’m on a walk” magnet on your dog’s name block as you leave the walking board to get your dog
6. Go to the kennel where your dog is. Open the door slightly to block the door and bend down at eye level to leash the dog
7. When you are leashing up your dog, be sure and put the leash through the ring in the martingale collar that pulls the leash tight. This will help you keep control of your dog
8. Check the kennel for any mess that the dog has made or if the dog needs water. Ask another volunteer to help you by cleaning and/or getting water for the dog
9. For the safety of the dogs, as you are getting ready to take your dog out of the kennel, please look around you as well as outside the door to be sure that there are no other dogs out in the kennels or ones that are coming in from outside. The person exiting the kennels to go outside has the right of way
10. When you take your dog out, you will be walking around the property counter-clockwise. Keep 6 – 8 feet away from other dogs and also the same distance from any dogs in the play yards.

11. You have the options of: walking the entire property around the building, walking the front ½ of the property, taking the dog out for a quick potty break, walking the parking lot, or taking a dog in one of the play yards.

12. Throughout the day, trained volunteers are allowed to take a dog to a play yard or priefert while they go inside and get another dog to either walk around the front of the yard (not the entire property ~ so they can keep an eye on the dog) or to put in another play yard or priefert. Of course, these volunteers will follow any special instructions for that dog that are on the dog walking board (heartworm positive = no play yard, I can jump the fence, etc.)

13. If the dog poops on his walk, you will need to clean it up with your poop bags. There are several places around the property to dispose of them.

14. If the dog poops in the play yard, you will need to clean it up and dispose of it in the garbage can.

15. As you come back to the kennel door to come inside, please look through the glass door to be sure that another dog is not coming out, if it is, please move back to the side away from the door so that dog can come out safely.

16. If the kennel is not clean when you return, or if the dog does not have water; ask another volunteer to hold the dog for you so you can clean it. If there is not a volunteer nearby, you may put the dog in an empty bonding room as long as we are not busy *See Volunteer SOP V-2 for cleaning instructions.

17. If there are no volunteers available to help you, please ask a staff member for assistance.

18. Open the kennel door only wide enough so that you can place the dog back inside. When you have unleashed the dog, back your way out of the kennel and close the door.

19. **Immediately** put the latch clip on the door.

20. Write time walk ended on the dog board and remove the ‘I’m on walk’ magnet!

**Obtaining a Fecal Sample**

1. If you see a fecal sample container in a dog’s cage card holder, grab it and put it in your pocket as you take the dog for a walk.

2. Open the top of the container and remove the green insert.

3. Insert the small end of the green insert into the fecal sample and then close the lid.

4. Take the fecal sample container back to the clinic and place it next to the microscope. Make sure the dog’s name is clearly written on top of the container.
Please ALWAYS clip the kennel doors closed, every time. Even if you are just walking away to refill the water bowls, the door needs to be clipped.

Always put the leash latch through the collar ring that pulls the collar tight. This will keep the dog from slipping from his/her collar.

Always make sure that there are no other dogs out in kennels when you are getting a dog out or putting one away. Also, the person walking the dog outside has priority over someone coming in.

The dog-walking blocks are split up into 3 time “zones”
The first zone is from 8 a.m. – noon
The second zone is from noon – 4 p.m.
The third zone is from 4 – 6 p.m.

Standard Operating Procedure: Cleaning procedures for volunteers during the day

SOP # V-2 Effective Date: 4/01/18

Purpose: To ensure we are using the most efficient methods and chemicals to clean animal holding areas.

Revision History Persons Affected
04/01/18 Created Animal Care attendants
04/11/18 Volunteers
04/15/19 Shelter Supervisors

Policy: Staff and volunteers will follow the best practices for cleaning main kennels and dog rooms, including floors, as outlined in the Association for Shelter Veterinarian guidelines.

Definitions:

- **Rescue**: A disinfectant that utilizes Accelerated Hydrogen Peroxide which destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms.
- **Spot Cleaning**: Where the animal remains in its cage while the cage is tidied, and soiled materials, urine, and feces are removed. Spot cleaning may be less stressful for the animal as it requires less animal handling and does not remove familiar scents from the enclosure.
Procedure:
1. If there is a mess in the kennel for the dog that you are walking, ask another volunteer or staff member to hold onto the dog while you clean up his/her kennel or place the dog in a bonding room if one is empty.
2. Scoop up any poop or food with the poop scooper located to the right of the doggie toilet in a bucket.
3. Empty the dog poop in the doggie toilet in the dog prep room, then flush.
4. If the mess is small, you can use a spray bottle with Rescue (located in dog prep) and a clean washcloth.
5. Saturate the dirty floor with Rescue and scrub the floor with the washcloth until the mess is gone.
6. If any of the bedding or toys in the kennel are dirty, take them to the laundry room and replace them with clean bedding and toys.
7. If the kennel is very dirty or the mess is large, you will use the hose and the foamer with Rescue (located on the bottom of the cart in dog prep).
8. Remove the dog’s bedding, toys and bowls from the kennel and place them next to the kennel where they will not get wet.
9. If the bedding is soiled, take the bedding back to the laundry room and bring back clean bedding for the clean kennel.
10. Set the grates up against the wall.
11. Attach the foamer to the hose and then spray down the kennel and grates with the foamer.
12. Use the scrub brush located in dog prep if necessary.
13. Unattach the foamer from the hose and spray the kennel with clean water from the hose. Try to keep the water inside the kennel.
14. Use the squeegee to force all of the water into the water channel. Make sure and squeegee any water outside the kennel into the channel.
15. Place the grates back in the channel.
16. Place clean bedding and toys back in the kennel.
17. Replace or fill water bucket if necessary.
18. Place dog back in clean kennel.
19. Close the door and re-attach the latch hook to the door.

Standard Operating Procedure: Placing dogs in bonding rooms

SOP # V-3  Effective Date: 04/15/18

Purpose: To ensure the Toledo Humane Society volunteers are following safe and appropriate guidelines regarding Bonding Rooms.

Revision History  Persons Affected
Volunteers
Management
Receptionist
Staff

Policy: To follow best practices to ensure that THS shelter dogs are safely placed in Bonding Rooms as well as giving guests correct information about the dogs

Definitions:
- Shelter dog: A dog that is in the care of THS while waiting to be adopted
- Bonding room: a room where a guest can spend time with a THS dog

Equipment needed:
- Leash
- Proper knowledge of the dog walking board

Responsibilities: Ensure the physical safety of our shelter dogs as well as giving guests correct information about the dogs. Volunteers will need to be trained how to do this procedure by a veteran volunteer

Procedure:

1. A guest stops you and asks for information about a dog or puppy
2. If you are walking a dog, let the guest know you will be happy to help them as soon as you put your dog/puppy back in the kennel
3. After you are done securing the dog you walked, go to the kennel with the guest and show them the kennel card with all the pertinent information about the animal. Please do not tell them any information that you don’t know for a fact. If they have more questions, ask a staff member for help or send them up to the reception desk
4. If a guest is interested in visiting with a dog in a bonding room, ask them to go to the reception desk where the receptionist and staff will help them and will let them know if there is a wait for rooms
5. Staff and volunteers who have been trained to put dogs and puppies in the bonding room will do so if the customer is interested in adopting.
6. If a guest is in a bonding room and flags you down with questions about a dog they are seeing, do not give them any information that you don’t know for a fact. Let them know you will find a staff member to answer their questions and proceed to find a staff member to answer their questions
7. If a guest is in a bonding room and flags you down to put the dog back in the kennel, make sure you know the dog’s name so you can put him/her back in the correct kennel.
8. When you are taking the dog back to the kennel from the bonding room make sure that no other dogs are out in kennels
9. Be sure to immediately put the latch clip on the door.
10. Puppies can only go in bonding rooms if someone is interested in adopting them. We do not put puppies in bonding rooms to play since we have parvo (canine parvovirus) in the building.
11. Bonding room floors must be cleaned after every dog and puppy. There are red and green signs on the bonding room doors. Red means the room has not been cleaned and green means it has been cleaned.
12. You will use a mop and mop bucket to clean the floors. Make sure the mop bucket water is clean. If you need to change it, please see SOP C#7.

**Standard Operating Procedure: Cleaning Puppy Room**

**SOP # V-4**

**Effective Date: 04/15/18**

**Purpose:** To ensure The Toledo Humane Society volunteers are following safe and appropriate guidelines regarding Bonding Rooms

**Revision History**

10/13/22

**Persons Affected**

Volunteers

Management

Staff

**Policy:** To make sure that the puppy room is cleaned in the most sanitary way to help avoid the spread of disease

**Definitions:**

- **Rescue:** Accelerated hydrogen peroxide cleaner

1. Walk through the puppy room to see how many puppy kennels need to be cleaned.
2. Go to the laundry room and gather up enough clean towels to replace the dirty ones. Also get clean washcloths and a clean laundry basket.
3. Take a garbage can from the back hallway and line it with a clean garbage bag.
4. Take all these items to puppy room. Place the clean towels outside puppy room out of the way of guests.
5. Get a box of gloves dog prep.
6. Turn the sign on the puppy room door to the closed for cleaning side.
7. Put the gloves on and go to the first kennel.
8. Put the guillotine door down when cleaning the kennel so the puppy is separated from you.
9. Fold the towels up to keep the maximum amount of poop and debris in the towel.
10. Take the dirty towels to the garbage can and shake them out
11. Place the dirty towels in the laundry bin
12. Spray down the dirty kennels with the hose and rescue. Start top to bottom.
13. Clean any dirty spots in the kennel with the washcloth, then throw it in the dirty laundry bin
14. Place clean towels in the puppy kennel. Puppies do not get plush toys or beds.
15. Refill any water bowls with clean water if necessary
16. Complete steps 7 through 15 as needed for the other kennels
17. Squeegee the floor towards the drain when completed
18. Change the sign on puppy room door back to the other side
19. Take the dirty items to the back
20. Put the dirty laundry basket on the side of the washer with the rest of the dirty items to be washed
21. Place the garbage can in the back hallway. Be sure to tie the top of the garbage bag tightly and leave it in the can

**Puppy room guidelines**

- Customers cannot pick up the puppies in the puppy room. This is for the safety of the puppies.
- Some puppies cannot go outside because they have not had the required number of vaccines. These puppies wear paper collars and there will be a note on the dog walking board that they are too young to go outside.
- Puppies cannot walk through the shelter because of the possibility of disease. They must be carried everywhere.
- Please do not put the puppies in a bonding room yourself until you have been cleared to do so through training or by a staff member. If someone wants to see a puppy in a bonding room, they will need to go up to the front reception desk. Staff and volunteers who have been trained to put dogs and puppies in the bonding room will do so if the customer is interested in adopting.
- **Puppies CAN NOT go into a play yard.** It is too dangerous for them since we have canine parvovirus in the building and they are very susceptible.
- Please be sure to change out the towels in the puppy room cages if they are dirty and be sure they have plenty of water too, please! **Always wear gloves and change them in between each cage.**
- Puppies cannot run around outside of their cages. You can clean around them or have another volunteer hold them while you clean.
Thank you for becoming a THS volunteer!

**THS Administration**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>President and CEO</td>
<td>Stephen Heaven</td>
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<tr>
<td>Shelter Manager</td>
<td>Erika Cook</td>
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<tr>
<td>Development Manager</td>
<td>Abbey Hall</td>
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<tr>
<td>Development &amp; Volunteer Coordinator</td>
<td>Julianne Warr</td>
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<tr>
<td>Marketing &amp; Events Coordinator</td>
<td>Alexandra Patterson</td>
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<td>Thrift Store Manager</td>
<td>Kelly McConnaughy</td>
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<td>Intake Coordinator</td>
<td>Katie Cook</td>
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<td>Cruelty Investigation Manager</td>
<td>Gene Boros</td>
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<td>Accounting Manager</td>
<td>Jeff Wolf</td>
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<td>Education Coordinator</td>
<td>Jackie Kinnee</td>
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