



Bradford County Humane Society

A 501c(3) private, non-profit organization
Established in 1960

MANUAL FOR VOLUNTEERS

What is Bradford County Humane Society?

Bradford County Humane Society is an animal welfare organization. The society's mission is to alleviate and prevent pain and suffering among animals and to promote the humane treatment of all animals.

BCHS operates a shelter for abandoned, unwanted and abused animals in Bradford County by investigating and taking action on reports of cruelty animals and by educating the public on needs and behavior of animals so as to prevent neglect and cruelty from happening.

Bradford County Humane Society
P.O Box 179
Ulster, PA 18850
(570) 888-2114

Email: bradfordchs@cqservices.com
Website: www.bradfordchs.petfinder.org



Bradford County
Humane Society

Hours of Operation

Monday - Friday: 10:30 a.m. to 4:30 p.m.
Saturday: 10:00 a.m. - 4:00 p.m.
Sunday: CLOSED

Shelter: (570) 888-2114/ Fax: (570) 888-8707
Email: bradfordchs@cqservices.com
www.bradfordchs.petfinder.org
www.myspace.com/bchs18850

Animal Cruelty: (570) 888-4763

BCHS Board of Directors

President: Barbara James
Vice Pres.: Bob Ward
Secretary: Helen Stern
Treasurer: Joan Mullaly
Pat Savercool
Dr. Tim Kump
Dr. Alice Moyer

BCHS Staff

Kennel Manager: Maryanne
Business Manager: Carmen
Kennel Staff: Debbie
Wendy
Laurie
Babette
Monica
Sherri

Humane Investigations

Humane Officer: Kevin
Humane Officer: Katrina

If you suspect animal cruelty, neglect or abandonment please contact humane officers immediately or call 911



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How do I become a BCCHS volunteer?

Fill out a volunteer application. (Adult: Age 16 and up, Youth: Under 16)
Youth volunteers must be accompanied by an adult volunteer or sponsoring organization.

2. All BCCHS volunteers must attend an orientation held on the 1st Saturday of the month from 1 p.m. - 2:30 p.m. (unless rescheduled or cancelled).
Register for volunteer orientation in advance by phone or email. Contact the BCCHS Business Manager (570) 888-2114 or email bradfordchs@cqservices.com. Space is limited and/or date may be rescheduled due to bad weather or other BCCHS events.
If you can not attend the scheduled orientation times please notify BCCHS Business Manager and we will try to accommodate your needs.

3. Log your volunteer time by signing in/ out on the volunteer log. Volunteers are asked to wear a volunteer badge during your time at the shelter or BCCHS event to identify you as a BCCHS volunteer.

Why is orientation required?

Volunteer orientation is an important part of becoming a BCCHS volunteer. At orientation you will learn:

- Why your volunteer time is important to shelter animals
- Ways you can make a difference in the life of unwanted animals
- Important rules and policies of BCCHS
- An inside look at animal cruelty on a local level
- More about the services and programs offered by BCCHS
- Shelter tour and safety tips
- And an opportunity to meet a special shelter animal



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Volunteer Opportunities Available

Youth Volunteers

You can make a difference in your community and help give a 2nd chance to many unwanted animals by getting your school or group involved in a good cause. Start your own fundraiser. Feel free to contact me for fundraising ideas for your school, group or just for fun.

Need to start thinking of ideas for your senior project? Organize a benefit car wash, a low-cost Rabies clinic, a school presentation, a charity dinner or a recycling drive.

BCHS youth volunteers can help spread the message of shelter animals by joining our email list and forwarding our volunteer emails and joining us on our Myspace community at: www.myspace.com/bchs18850

Make it a group effort. Ask a friend or two to join you in volunteering or fundraising efforts.

Become a junior member of BCBS. Your membership helps to ensure shelter animals receive food and medical care.

Adult Volunteers

Volunteer at BCBS public events. Make it a family affair and have your kids and/or spouse join your efforts to help shelter animals and bring awareness to animal cruelty and pet overpopulation.

Canine Companions and Feline Friends. Volunteer your time socializing dogs and cats to help increase their chance for adoption.

Post BCBS flyers and events at your workplace, church or post office

Recycle for a good cause. BCBS accepts aluminum cans, plastic bottles, ink cartridges and used cell phones. Recycling these products helps reduce waste in our landfills and the income raised helps shelter animals receive food, immunizations and medical care.

Become a member of BCBS. Your membership helps shelter animals in many ways.



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Programs & Services

Pet Adoptions

Pet Therapy

Low-Cost Feral Cat Spay/ Neuter Clinics

Rabies Clinics

Dog Licensing

Humane Education & presentations

Humane Investigations

Pet Food Assistance for low income pet owners

Volunteer Program

Various public events throughout the year

Pet of the Week feature

Lost and Found service

Recycling Program

For information about any BCHS program or service call (570) 888-2114

*Saving one dog will not change the world, but
for that one dog the world will change forever.*

Volunteer Policies and Guidelines

The Bradford County Humane Society relies on its volunteers to be dependable and effective during their volunteer hours. By meeting these commitments, the program operates smoothly and the maximum benefit is derived for the animals.

Time Commitment & Attendance

All hours worked must be recorded on the volunteer hours recording log located in the Administrative Office. We ask that if you are scheduled to volunteer and are unable to fulfill the obligation, to please contact the Business Manager in advance, in order to find a replacement as soon as possible.

Dress Code

We suggest that you wear jeans or casual pants and non-skid rubber-soled shoes. A volunteer I.D. badge will be provided and must be worn at all times.

Conduct

As a representative of the Bradford County Humane Society, it is important that you be familiar with its policies and procedures. When dealing with customers, you must always be polite, courteous, and helpful.

It is the policy of the Bradford County Humane Society to provide a workplace that is free from discrimination and harassment, and one that promotes equal opportunity and equitable treatment. Any type of harassment or discrimination based on a person's race, religion, color, national origin, gender, sexual orientation, HIV status, etc., is prohibited.

Violence in the Workplace

It is the policy of the Bradford County Humane Society to provide a workplace for its employees that does not tolerate harassment of employees, volunteers, visitors, or customers while in the shelter, office, vehicle, or event, or the display of violent, aggressive or threatening behavior. Harassing behavior may be, but is not limited to, physical, verbal, or visual harassment. The Humane Society prohibits the possession and use of firearms and other dangerous weapons by its employees or by visitors while conducting Humane Society business, on or off property.

Drug Free Workplace

The Bradford County Humane Society is a drug free workplace. The Humane Society will take steps necessary to ensure that its employees and volunteers perform their duties and responsibilities free of the influence of unlawful drugs and unimpaired of alcohol. The following activities are prohibited on the premises or while conducting business: the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance. No employee or volunteer shall report for work after having used a controlled substance which has not been legally prescribed by a health care practitioner. No employee or volunteer shall report for work while impaired from the consumption of alcohol.

Accident Prevention

The accident prevention policy provides for the prevention of work place injury/illness and the reporting of incidents. All work related injuries/illness must be reported immediately to the Manager, and the appropriate paperwork will be filled out.

Off-Limit Areas

Certain areas of the shelter are off-limits to volunteers specifically authorized to enter. These include: the quarantine room, behind the desk of the licensing office, and the Administrative office area.

Privacy & Confidentiality

Any information pertaining to Humane Officer Investigations which you may become privileged to as a result of your position is confidential and may not be discussed with others. Under some circumstances, staff may be prohibited discussing with you certain specific details regarding cases that are under investigation, or pending criminal court action. Volunteers are specifically prohibited from discussing any aspect of shelter records with any representative of the media.

Your personal information may not be disclosed and will not be provided to anyone unless specifically requested by you.

Adoptions

Volunteers may only adopt animals from the shelter with an authorization from the Manager. Adoption is contingent upon the volunteer meeting the guidelines as set forth in Policy and Procedure, and payment of all applicable fees.

Discipline

The Bradford County Humane Society promotes a disciplinary philosophy of fairness, which encourages growth and improvement rather than focusing on punishment and negative feedback. This concept of progressive discipline will be mirrored in the volunteer program at Bradford County Humane Society. Volunteers who commit minor violations of policy and procedure will be verbally counseled, in an effort to achieve acceptable compliance (minor violations could include tardiness, absences, etc.) Continued violations could result in additional counseling or dismissal. Serious violations (animal abuse; abusive, threatening, harassing behavior to staff or customers; possession of drugs or weapons; disclosure of confidential information, etc.) could result in the termination of service.

Disease and Prevention

If a shelter animal shows any of the following symptoms, immediately notify the Kennel Manager:

Diarrhea
Vomiting
Ocular (Eye) Discharge
Nasal Discharge
Sneezing or coughing
Anorexia (loss of appetite)
Lethargy (lack of energy)
Dehydration
Abnormal gait or muscle control
Excessive salivation

Steps for Disease Prevention

Vaccination
Proper Sanitation
Isolation of infected animals
Minimization of stress
Proper diet
Minimization of overcrowding
Proper ventilation and fresh air
Elimination of internal and external parasites



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Thank you for becoming a BCHS volunteer!

We would like to thank you for choosing to participate in our program. As a volunteer, you are a valuable asset to our organization, and to the many animals which need loving homes.

Since 1961, the Bradford County Humane Society has provided a multitude of services to the Counties' residents. Humane Officers investigate complaints of neglect and abuse. In recent years, our Humane Society has been given the responsibility of monitoring farming related animal behavior. The Humane Society's Animal Shelter provides access for the return of lost animals to their owners, and for the adoption of unwanted, unclaimed animals to good homes. Providing an education program to the area's schools and pet visitation to nursing homes are also services performed by our shelter. The time and energy contributed by volunteers will help to keep these programs functioning. Since your support as a volunteer is so extremely important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands.

This manual has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools for dealing with the public, and how to safely handle shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the shelter.

Thank you for giving your time and energy to the animals at Bradford County Humane Society. We hope that the time you spend here will be as rewarding to you as it is to the animals you care for.

