

Loving all Animals

VOLUNTEER HANDBOOK

The Purpose of this Handbook

This handbook will share with you a little of our history, mission, core services, practices and policies, as well as the benefits we will provide to you as valued volunteer.

No volunteer handbook can answer all of the questions you might have about our programs. In our Volunteer Orientation and as you assist with our programs we can better get to know each other. Please don't hesitate to ask questions.

We ask that you read this handbook carefully and refer to it whenever questions arise.

Loving All Animals reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks, or policy guidance provided.

Thank you for bringing your time and talents to help the situation of homeless animals. We are confident that you will find volunteering with Loving All Animals a positive and rewarding experience.

Mission of Loving All Animals

Our mission is to join with other local and national animal welfare organizations to maximize programs intended to stop the killing of adoptable animals.

Core Services

Whiskers & Purrs Program

Whiskers & Purrs specializes in rescuing and adopting cats and kittens. All cats are provided with the necessary care and medical services.

Mobile Mutts Program

Mobile Mutts specializes in rescuing and adopting puppies and dogs. All dogs are provided with the necessary care and medical services.

Trap, Neuter & Return (TNR)

Community (feral) cats can multiply and become a nuisance if not spayed or neutered. Loving All Animals participates in free spay/neuter clinics in cooperation with veterinarians and local rescue groups. Through this program, the cats are trapped, spayed/neutered and released back to their community to continue to humanely live out their lives.

Fostering Network (Senior's Offering Shelter)

Fostering an adoptable pet for Loving All Animals offers all the fun of having a pet without the responsibility of ownership. Each fosterer receives pet food, a bed, leash and harness. They are invited to be a part of our adoption, training and humane educational events. Our fosterers tell us it is among the most rewarding things they do.

Networking and Social Media

Through our network and social media, we receive and send details of animals that are available for adoption which include photos and descriptions. Thousands of dogs, cats, birds, horses, rabbits and other pets have found loving homes through networking with other animal lovers and agencies.

Our network allows you to be part of the solution to homeless pets. You will also receive notice of fun activities and valuable animal related information.

Fundraising

Our annual fundraising events provide awareness and education to the public regarding the needs of our community's animals. Some of our events include golf tournaments, the Spay-Ghetti No-Balls dinner and numerous, fun activities throughout the year.

Educational Events

Loving All Animals makes every effort to participate in the many events offered by other non-profit organizations operating in our desert. We often bring adoptable animals to these events to educate the public on shelter rescues, adoption possibilities, humane care and treatment of animals and emergency preparedness for pets.

Volunteer Information

The ultimate goal of Loving All Animals is to build a culture in the Coachella Valley where there are no unwanted adoptable animals. To accomplish this, we are committed to working with other animal welfare agencies and recognize that it is only by shaping the values and beliefs of all residents that we can truly accomplish our goal.

Our work is best accomplished with the support of a strong team of volunteers who assist with our daily activities, but more importantly, who live out our philosophy daily and share it with all whom they come into contact with.

Working together we can achieve our goal!

What You Can Expect as a Loving All Animals' Volunteer

- A suitable assignment, based on your interests, skills and availability as well as Loving All Animal's needs.
- A healthy and safe work environment.
- A copy of the organization's volunteer policy and other policy/procedures that affect your role.
- Orientation to the organization and the role.
- The support you need to do your job, including necessary equipment, supplies, workspace and helpful supervision.
- The opportunity to give feedback about your Loving All Animals' experience.

Workplace Injury

Loving All Animals provides certain insurance coverage for volunteers injured while performing their duties.

- Any injury is to be immediately reported to your immediate supervisor. If your supervisor is not available then you should contact the Volunteer Coordinator to report your injury.
- Your supervisor or the Volunteer Coordinator will provide you with instruction on how to receive appropriate care.

Volunteer Opportunities

Shelter Support Services

Loving All Animals owns and operates an animal shelter located at 83496 Ave 51, Coachella, CA. This facility is licensed to shelter 10 dogs and 9 cats. While the animal is sheltered at the facility it is necessary to provide care and services that include, but not limited to, food, water, exercise, medical care and other necessary support services in a safe and properly maintained facility. As a volunteer you may be asked to share in any or all of the duties necessary to meet the requirements of the animals in the agency's care.

Fostering an Adoptable Pet

Animals that are rescued and available for adoption often need to stay in a foster home for a period of time as they move through the process. A foster parent is provided with training to provide a safe and nurturing environment for the pets they foster as well as the necessary equipment and materials.

Transporting Adoptable Pets

As a volunteer driver for adoptable pets you would be called on to drive adoptable pets to various appointments such as the veterinarian or to an event that showcases our program.

Trap, Neuter & Return

Working with Loving All Animals' staff volunteers assist with setting humane traps to capture community (feral) cats, transporting them to spay/neuter clinics and returning them to their home territory.

Networking and Social Media and Educational Events

Loving All Animals hosts many activities to bring attention to our programs and to show case the animals that are available for adoption. This may include a presence at a business or event throughout the valley. Volunteers assist with the set-up of our display and are present throughout the activity to answer questions and showcase the animals.

Fund Raising

Events are planned throughout the year to bring attention and awareness to the public regarding the needs of our community's animals. Events include golf tournaments, the Spay-Ghetti and No-Balls dinner and numerous other fun activities. Volunteers are invaluable to our success through planning events, selling tickets, accepting donations, setting up venues, serving as hosts, etc.

What Loving All Animals Expects from Volunteers:

Be responsible as a volunteer:

- Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of Loving All Animals.
- Learn your volunteer assignment as well as you can by completing all of the required training, asking questions and staying in touch with the responsible Loving All Animals' staff member.
- Contribute to Loving All Animals by being reliable and dependable in doing your job and working with your co-workers.
- Be courteous to clients, staff and other volunteers. Remember, you are the face of the organization when you are volunteering.
- Raise any issues you may have with the organization and not denigrate the organizations to clients, staff and other volunteers.

Codes of Conduct

Dress Code

Dress needs to be appropriate to the activity you are working. Adoption event volunteers are requested to wear agency t-shirts or casual clothing conducive with handling animals.

Confidentiality Policy

As a volunteer, you may be working with our customer lists, business systems, employee data, and other information that is considered confidential. You are to protect this information by safeguarding it when in use, filing it properly when not in use and discussing it only with those who have a legitimate business need to know.

Harassment Policy

Loving All Animals, in keeping with the spirit and the intent of Federal and State laws, strives to provide a comfortable work environment in which people are treated with dignity, decency and respect. We are committed to providing a workplace that is free of discrimination and harassment based on any protected status including race, color, religious belief, gender or sex, pregnancy, sexual orientation, national origin, age, marital status, physical or mental disability,

veteran status, family relationship expunged juvenile record, injured worker status, or by association with anyone of any protected class or status.

Loving All Animals does not tolerate offensive or harassing behavior by anyone including vendors, customers, employees, volunteers or others who enter the workplace. If you are a victim of harassment while in your role of Volunteer with Loving All Animals you should report this to your supervisor.

Attendance Policy

We understand that you have lives outside of our agency. We request that you give us ample time to recruit another volunteer if you are unable to work your assignment. We communicate via email and texts.

Representing the Loving All Animals Media Inquiries

Please refer all media requests to our Executive Director or Volunteer Coordinator. Do not give TV, radio, or newspaper interviews without approval.

Record Keeping/Timesheets

Events will often have a time sheet for you to sign in and sign out. Our office has a time sheet at the front desk. Your hours are important to us. Your service helps us to request grants and tell people how wonderful you are!

Helpful Information about Loving All Animals

Loving All Animals has a Board of Directors, Executive Director, Staff and Volunteers.

Board of Directors

Our Board consists of members that serve for a four year term. Board Members may choose to stay for a longer term. They meet every other month, plus meetings of the Finance Committee and the Program Committee.

Executive Director

Our Executive Director works directly with the Board and manages all of the staff and operations of Loving All Animals. This person is the “bottom line” for decisions that need to be made regarding our animals, volunteers, staff and facilities.

Staff

Staff positions include

- Office Manager – Directs the day to day operation of the office and coordinates volunteers.
- Office Receptionist – Greets all visitors, answers the phone and directs calls and computer work.
- Directors of the Mobile Mutts Adoption/Foster program
- Director of the Whiskers and Purrs Cat Adoption/Foster program

Frequently Asked Questions

What is our mission statement? (What does it really mean?)

Our mission is to put a stop to the killing of adoptable animals!

We pride ourselves in working with all of the rescues and shelters that serve the Coachella Valley and Southern California. We want animals to be adopted, if not by us, then by any reputable 501(c)3 agency. We always refer to the other nearby rescue agencies if they can fulfill an adoption request.

What is TNR for cats?

- Trap, Neuter and Return. The goal is to trap, then spay or neuter community cats and return them to the area they were trapped.
- We refer to “teams of trappers” but these individuals are volunteers and are not always available.
- The process is completed by various contracted veterinarians and is paid for by the Best Friends Society.
- People call Loving All Animals requesting information and help to trap cats and have them spayed/neutered. We refer them to volunteer “trappers” or the Best Friends Society for help. We have some traps on premise that can be rented for a \$25.00 refundable deposit.

Where do we get our animals?

Our dogs and cats come from the local shelters (CVAC-Coachella Valley Animal Campus), any of the Riverside County Shelters, as far as Devore and San Bernardino and from the public who are relinquishing.

We are able to access dogs and cats that have been classified as “rescue only” at the shelters and may not be offered as adoptable to the public. This classification may be due a number of issues ranging from anti-social behavior to a medical problem. Loving All Animals works with these animals to “fix” the issue whether it be through time with a trainer, a foster home, or a veterinarian procedure and pays for all costs involved to nurture this dog or cat into a healthy, loving companion animal.

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Volunteer Agreement and Signature Form

To be read, signed, and returned to the volunteer coordinator before beginning any volunteer activities.

I, _____
(Please print your name)

have received a copy of the Loving All Animal's Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook.

Signature

Date

Return to:

Loving All Animals
Volunteer Coordinator
83496 Avenue 51
Coachella, CA 92236



Welcome,

Thank you for choosing Loving All Animals as a place to volunteer, and allow me to personally welcome you.

By volunteering you will help us to fulfill our responsibilities:

- To our animals, to find caring forever homes for them;
- To our community, to be successful in creating a No Kill Coachella Valley;
- To our donors, to be responsible with and accountable for their investments;
- To our board members, to be efficient, responsive and professional; and
- To each other, to work as a team, sensitive to each other's needs and in good faith.

This guide will help you to have the best possible experience as a volunteer. It answers frequently asked questions and gives information about our organization, our clients and our role.

I encourage you to familiarize yourself with this Volunteer Handbook, as well as the agency's website: Lovingallanimals.org. Our Volunteer Coordinator and other staff are available to answer your questions and to help you have a successful volunteer experience.

I am looking forward to working with you and thank you again.

Best regards,

Michael Phipps-Russell
Executive Director