



# VOLUNTEER HANDBOOK

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## **WELCOME**

Welcome to the Eau Claire County Humane Association. This handbook is designed to familiarize you with some of our policies. Its purpose is to give volunteers guidelines to follow during the course of their time with us. Read it and if you have any questions, feel free to discuss them with a shelter supervisor.

As a volunteer for the Humane Association you can have the opportunity to help animals find happy new homes. Your goal is to help improve the adoptability of the animals at the shelter by providing good physical activity and help their mentality while in our care.

## **MISSION STATEMENT**

The Eau Claire County Humane Association (ECCHA) is a non-profit organization that cares for unwanted and abandoned animals in Eau Claire County. The mission of the Eau Claire County Humane Association is to be a voice for all animals by providing education, resources and support for the community, compassionate care for homeless animals until they can be placed in forever homes, and coordination with other organizations to promote animal welfare.

## **GENERAL OVERVIEW**

The Eau Claire County Humane Association is dedicated to the humane treatment of all animals and has a sincere desire to place animals in responsible, caring homes.

One of our responsibilities is to maintain a clean and sanitary environment for our animals, the staff, volunteers and the public. Because of this commitment many of our jobs are not pleasant or easy. They require a daily repetition of tasks to ensure that our shelter is clean and safe.

Title: Volunteer

Reports to: Volunteer Coordinator, Kennel Manager, Executive Director

General Function:

The Volunteer's general function is to help provide shelter animals with their physical needs of water, food, a clean kennel, and healthy environment. The other important function is mental stimulation and training. These needs must be provided in a concerned and compassionate manner to help minimize the extra stress and trauma problems experienced by lost, stray or surrendered animals.

Principal Duties:

1. Maintains a positive image with the public and law enforcement

officials.

2. Remove fecal and other matter throughout the day as necessary to ensure presentable exposure to the public during visiting hours, as well as help maintain healthy living conditions for the animals.
3. Feed, exercise and handle the animals in accordance with Shelter Policy and Training Procedures.
4. Watch for health or behavior problems in animals and report them to Shelter Staff immediately.
5. Help with general animal grooming including bathing and brushing.
6. Keep outside grounds neat and orderly by cleaning up animal waste and garbage.
7. Perform other duties as assigned by supervisor.

Qualifications:

Essential knowledge and abilities:

1. Have genuine concern, compassion, understanding and respect for animals.
2. Ability to work outside and inside in all weather conditions.
3. Ability to follow instructions and abide by all shelter policies for safety and animal handling procedures.

### **VOLUNTEER SCHEDULE/TIME CARDS**

You may volunteer during the following hours:

Monday	9am-5pm
Tuesday	9am-5pm
Wednesday	9am-5pm
Thursday	9am-7pm
Friday	9am-4pm
Saturday	9am-4pm
Sunday	9am-4pm

There is no set schedule for volunteers. Volunteers are permitted to come on their own time, and keep their own volunteer schedule. If you choose to volunteer during the morning hours, you will likely be assisting with cleaning, doing dishes or laundry, or walking dogs. **We do ask that only volunteers over the age of 16 come in before noon.** During the afternoon hours you may socialize the cats, walk dogs, assist with dishes and laundry, and help the staff with any other task that needs to be completed.

Each volunteer is responsible for signing in and out using the Volunteer Database when they come in. Continuous failure to sign in and out may result in disciplinary action. **Court-ordered community service workers must sign in and out at the front desk or their time will not be counted toward their required hours.** Any other volunteers will sign in and out in the designated area. In addition, all volunteers must sign in and out on the daily Sign In sheet that is

posted in the Volunteer Station. Volunteers should wear the name tags provided in that station while volunteering.

### **VOLUNTEER OPPORTUNITIES**

ECCHA has many different types of volunteer activities. They range from volunteering at the shelter to assisting at education booths and helping at fundraisers. If you are interested in learning more about the other opportunities contact the Volunteer Coordinator who will provide you with more information, (a general overview of some specific events is attached on the last page of the Handbook). We encourage you to recruit other volunteers, but these individuals must go through the volunteer orientation program. Friends are not allowed to accompany volunteers during their shifts for liability reasons. Because of liabilities and insurance restrictions, any volunteer under the age of 16 must be accompanied by a parent, or other volunteer over the age of 16 who has also attended the orientation. **GUARDIANS MUST STAY WITH ANYONE UNDER THE AGE OF 16 AT ALL TIMES WHILE AT THE SHELTER.**

### **PERSONAL APPEARANCE**

Because all Humane Association volunteers must deal with the public in some capacity, a neat, well groomed appearance is expected of all volunteers. Jeans and a t-shirt are the usual choice of attire for the shelter staff and volunteers; however, the clothing must be in good condition and in good taste ( no beer t-shirts, etc.). Shorts, crop tops and sandals are not allowed. This is for your safety when walking on the grounds and handling animals, (dogs do jump up, and animals do scratch). The usual footwear choice is sneakers. Always keep in mind that the volunteers represent the whole organization.

### **COMPLAINTS AND GRIEVANCES**

A grievance is any problem of a volunteer or group of volunteers resulting from work requirements or the conditions in which work is performed. Our goal is to find equitable solutions at the lowest possible level. These proceedings will be kept as informal and confidential as possible. All grievances will go to the Executive Director for resolution.

### **DISCIPLINE**

All volunteers are expected to meet shelter standards for work performance, and personal conduct set forth in the volunteer job description. When a volunteer fails to conform to proper standard, that person should have as stated below, notification and an opportunity to correct the problem. If performance does not improve the disciplinary steps below should be followed.

The Volunteer Coordinator and Executive Director will be responsible for informing all volunteers of job descriptions, performance standards and policies & procedures. Consistent standards must apply to all volunteers. The Executive Director will address problems as soon as they are identified. Appropriate corrective action will be taken in accordance with the procedures outlined below.

All problems will be reviewed with the Executive Director at the earliest opportunity.

Certain termination situations cannot be accepted for the disciplinary process and warrant immediate termination. They are as follows:

- Drug or alcohol use during volunteer hours
- Causing physical harm to others
- Physical abuse to animals
- Personal use of shelter property
- Gross misconduct undermining the Association and its objectives
- Theft
- Arguing with staff or other volunteers

### **ALCOHOL AND DRUG ABUSE**

Possessing, dispensing, or using alcohol or a controlled substance without medical prescription is strictly prohibited. Reporting to volunteer or volunteering under the influence of alcohol or a controlled substance without medical prescription is strictly prohibited. Any volunteer found violating any of these provisions will be subject to immediate dismissal. Any volunteer with a problem relating to either alcohol or drug abuse is encouraged to seek professional help.

### **SEXUAL HARASSMENT**

The shelter believes that each individual employed, and associated with us, has the right to be free from harassment because of age, color, creed, national origin or sex. Sexual harassment is defined as:

- \* Unwelcome physical contact
- \* Sexually explicit language or gestures
- \* Uninvited or unwanted sexual advances
- \* An offensive overall environment, including the use of vulgar language, the presence of sexually explicit photographs or other materials, and the telling of sexual stories.

Sexual harassment can come from superiors, fellow volunteers, employees or customers. Men as well as women can be victims of sexual harassment. The Humane Association cannot stress enough that it WILL NOT tolerate any form of sexual harassment.

The Executive Director is generally responsible for dealing with harassment incidents. This includes dealing with complaints employees bring to his/her attention and identifying harassing situations on his/her own.

For the first offense, complaints against volunteers, employees or customers are to be brought to the Executive Director. The Executive Director will investigate the matter, and if the allegation is substantiated the responsible volunteer or employee will be disciplined. If harassment continues, the responsible individual will be terminated immediately. Harassing customers who do not change their behavior after a polite request from the Executive Director will be denied entrance.

## **EMERGENCY PROTOCOL**

In case of fire the following steps must be taken:

- Call 911 immediately.
- Use fire extinguishers if the size of the fire warrants
- All persons exit through the nearest available exit, closing all doors or windows behind them.
  - All animals are to be left in their cages. NO animals are to be removed from the building except by emergency personnel.
- Once emergency personnel has arrived notify them as to the location(s) of animals inside the building.
  
- In case of tornado the following steps must be taken:
  - 1. All person immediately move to an interior room or bathroom in the building until danger has passed.
  - 2. All animals are to be left in their cages. NO animals are to be removed from the building.
  - 3. Once emergency personnel has arrived notify them as to the location(s) of animals inside the building.

## **INJURIES/WORK RELATED**

If a volunteer is bitten or otherwise injured while volunteering the Executive Director or staff member in charge must be notified immediately. The Executive Director or staff person in charge is responsible for arranging medical attention and transportation if needed.

According to Wisconsin statutes, any dog or cat that bites a human and breaks skin must be quarantined for 10 days, either at ECCHA or at a veterinarian, depending on the status of the animal's rabies vaccination. This does not mean that the animal will automatically be euthanized. We understand that animals can bite for many different reasons. We will evaluate the animal once it is finished with the quarantine process. It is very important that you report any animal bite incidents to an ECCHA staff member immediately while volunteering.

## **VACCINATION POLICY**

All volunteers are required to have current tetanus inoculations. The date that the inoculation was given and the clinic it was given at must be provided to the Volunteer Coordinator or Executive Director prior to the first volunteer shift. This will become a permanent part of your volunteer file. A person who fails to provide such proof will not be allowed to volunteer until he/she does so.

## **SMOKING POLICY**

For the health and safety of the animals and the non-smoking staff and public, the animal shelter is a smoke-free facility. Smoking is not allowed in the front of the building when you are volunteering. Smoking is only allowed on the east side

of the building, outside of the lounge entrance. The yard and trail must be kept free of debris associated with smoking and will be monitored. The smoking area will be eliminated if problems arise. This area is to be used for smoking ONLY when you are taking a break and not when working or playing with animals.

### **ANIMAL HANDLING/SANITATION**

Volunteers are expected to follow the guidelines for animal handling and training set forth at the volunteer orientation and as described in this handbook. Failure to do so will result in disciplinary action.

Dogs are only to be walked on a leash. No off-leash training or exercise will be permitted, except when using the fenced back yard. Some dogs may walk better with a pinch collar or Halti collar. Many of the dog's kennels will have signs posted saying if they walk better with a certain type of collar. Please check with a staff member if you are not familiar with the type of collar posted, or if you walk a dog that pulls and may benefit from a different type of collar. Only one dog may be walked at a time, unless the dogs are being housed in the same kennel. Parents who are volunteering with their children should have their hand on the leash at all times. The best place to walk the dogs is using the figure eight trail that winds throughout the woods to the east side of the building. Another place you may walk the dogs is on Sheeder Road, to the south of the driveway. You MUST bring "clean up bags" to pick up after the dog. You may not walk dogs to the west of the driveway on Old Town Hall Road ( towards Paws & Claws). When exiting the building with a dog, you may use the exit that is located in the dog runs. Please do not walk dogs through the lobby area.

If you wish to spend time with a dog in the fenced backyard, first check to make sure that no other dogs are in the backyard. Then check with a staff member to make sure the backyard is available for Volunteer use. Puppies under 6 months of age and dogs that have not been evaluated and vaccinated may not use the backyard. This is due to the risk of injury and spread of infection. Only one dog may be in the backyard at a time, unless the dogs are being housed in the same kennel.

When socializing and exercising the cats that are housed in kennels, only one cat may be taken out at a time, unless the cats are being housed in the same kennel. You must use the hand sanitizer located on the wall in between the handling of each cat to prevent the spread of illness such as Upper Respiratory Infection.

### **CLEANLINESS LEADS TO HEALTHIER ANIMALS**

#### **THE IMPORTANCE OF CLEANING:**

The Eau Claire County Humane Association must ensure that every cage, floor, surface and corner is

properly cleaned to ensure the safety and health of each shelter animal. If the shelter is not properly cleaned, it can host a variety of bacteria and viruses that will spread quickly throughout the building and could harm the animals. Because diseases are easily transferred from one animal to another, volunteers should always wash hands between visits with different animals. To protect your own pets, make sure they are current on vaccinations. Volunteers with pets should wash clothing they wear at the shelter, or change clothes before interacting with their pets at home. If you notice a sick shelter animal while volunteering, please notify a staff member right away.

### **The Common Illnesses that Cleaning Helps Prevent**

**Upper Respiratory Infection (URI)** – URI is the most common illness in animal shelters. It is a viral infection that occurs in cats and affects the nose, throat, trachea and eyes. Often presenting itself as a cold, if gone untreated, it can become life threatening if secondary bacterial infections occur. URI is air-borne virus and spreads quickly. It is important to carefully clean every surface that a sick cat may have sneezed on to prevent the spread of illness. If a cat becomes infected with Upper Respiratory Infection, they are placed into our cat Isolation area and treated as necessary.

**Bordatella (or Kennel Cough)** – A common virus that affects shelter dogs, Bordatella can be transmitted from dog to dog by sneezing or coughing; or direct physical contact with cages, toys or food bowls. ECCHA does vaccinate every dog available for adoption. Unfortunately, some dogs are susceptible to the virus due to age, physical condition or stress level. Kennel Cough is best prevented by properly cleaning toys, blankets, dishes and kennels.

**Intestinal Worms and Parasites** – There are a variety of worms, including: tapeworms, roundworms and ringworms that are easily transferred from one animal to another. They can spread when an animal has contact with another animal's feces. It is important to pick up feces in the inside dog runs and outside kennels to prevent the spread of worms and parasites. Every cat and dog that is available for adoption has received de-worming medicine. The shelter also recommends that a veterinarian checks all recently adopted animals for worms.

No volunteers are allowed in the stray or holding areas, unless permission is granted from a Supervisor. This includes the stray dog side, the stray cat room and the holding room. Volunteers may not enter any other areas that are marked "Employees Only," without permission from a staff member. No volunteers are allowed in the Isolation room. If all dogs on the adoptable side have been walked and you wish to walk dogs on the stray side, you must check with a staff member first to see if there are dogs that have been evaluated on that side. They will then direct you to dogs that can be walked by volunteers. Under no circumstances should a volunteer walk a dog with a "No Volunteers" sign. This is for your safety and the safety of the dog, (as it may be new to the shelter and not need the added stress of many different people handling him/her).

## **BASIC TRAINING FOR SHELTER DOGS**

Potential adopters will show more interest in a dog that is acting in a civil and behaved manner, rather than one who is uncontrollable because it has had no time spent on learning acceptable behaviors. In order to give the dogs in the shelter the best chance of finding a new home we need your help to give them some basic training. The most important command to teach the dogs for our purposes is "sit." For more advanced work with obedience training, you may check with a staff member to see which dogs will benefit most from learning new commands, such as : "off," "come," and "heel." Please do not attempt to do any of the more advanced obedience training unless you have prior experience using positive reinforcement methods. Training dogs is not difficult, but does take time, patience and consistency. If there is a dog that you cannot properly control or train please leave him/her in their kennel. This will be better than reinforcing bad habits.

**TEACHING THE "SIT" COMMAND:** This will be the first and more important command to teach the dog, as it is the basis for many other commands. It is also good for gaining control in certain situations. In addition, if the behavior is reinforced before the dog is removed from his/her kennel it will encourage the dog to generally remain calm and seated at the kennel door as people pass. Adopters will see a well behaved dog rather than on that is jumping and lunging at the kennel door. To teach the "sit " command first get a treat. Hold the treat above the dog's nose and say "sit" while you move it back over his head to coax him in position.

or

- Always try to make the dog sit before removing him from the kennel.
- Make the dog sit while putting on the collar and leash.
- Make the dog sit before going through doorways.
- Before heeling on a walk and anytime you stop.
- Make sure the dog remains seated until released with a verbal command.

***AFTER YOU HAVE WALKED A DOG PLEASE MARK IT NEXT TO THEIR NAME ON THE "DOG ENRICHMENT" BOARD. THIS HELPS THE KENNEL STAFF TO KEEP TALLY OF WHICH DOGS HAVE GONE FOR THE MOST WALKS THAT DAY. IF YOU HAVEN'T BEEN SHOWN WHERE THIS BOARD IS PLEASE ASK A STAFF MEMBER.***

## **YOUTH VOLUNTEER IDEAS**

For students who are under the age of 14 and would like to help outside of the shelter, the following is a suggested list of community service projects that will help improve the lives of animals served by the Eau Claire County Humane

Association.

Collect Donations / Organize a Donation Drive - Collect items from our donation wish list for animals at our shelter and in foster care. Items such as toys and blankets make their stay more comfortable. You can decorate a bin and ask to place it in a public area as a drop off point or design signs to put up at school or your parent's place of employment.

Bake Biscuits for the Dogs, make fleece blankets for Cats (with a parents help.) We have an easy "Peanut Butter Biscuit" recipe at the shelter, and an easy "No-Sew" Blanket instruction sheet. Feel free to ask for one.

Hold a Penny or Coin Drive - Organize a campaign in your school or group for everyone to bring in their loose change. We can provide information for you about our organization to help us further educate the public.

Inform People About an Animal Related Issue - Choose an issue that affects animals (such as the importance of spaying/neutering) and inform your friends, family, classmates, and/or neighbors about how they can help. Make signs, pass out handouts, speak at your church or school . . . there are so many ways to get the word out!

### **ANSWERING QUESTIONS FROM THE PUBLIC**

**Because volunteers work during the shelter's open hours, they are often asked questions from the public. Many will see you working and assume you are a staff member and can answer all their questions. Please let visitors know you are a volunteer and there are certain questions only a staff member can answer. Following is a list of questions you may be asked and their answers:**

***Can I adopt this pet?*** A member of our staff will make the final decision as to whether or not someone can adopt a pet. Each potential adopter must fill out an adoption application and meet certain requirements before taking a pet home. All must account for the health of their current pets and provide information on the care they intend to provide their potential new pet. There is an overnight waiting period on all adoption applications. You can direct all persons interested in adopting to speak with the Adoption Coordinator or another staff member.

***What is the history of this pet?*** Each animal's kennel card provides the basic information about that pet . If a potential adopter asks for more specific details that you do not know, please don't guess!

Find an Adoption Coordinator or staff member to help, and they can look in the animal's file to see if there is any more information about that animal.

***What is the adoption fee and what does it cover?*** The adoption fee covers the care the animal was given during its stay at ECCHA . It includes the shelter's cost for food and other general care, multiple vaccinations, de-worming, some surgeries if they are needed and a microchip (and its registration). There are

Adoption Brochures in the lobby that list prices for all animals.

### ***Euthanasia – Why is it Necessary?***

Euthanasia is probably the most difficult subject to understand at the shelter. Most people would rather not even think about it, but every year in the United States, animal shelters euthanize 4-5 million animals. It is a very real part of working at a shelter, and therefore, something we want to address. Although spaying and neutering has lowered the numbers of animals coming into the shelter, it hasn't changed the fact that there are still countless numbers of dogs and cats breeding indiscriminately in our community, and there are just not enough homes for all of the unwanted animals. As a result, too many animals are left to starve to death, or die after being hit by a car, poisoned, or attacked by a predator. Animals brought into the shelter are cared for in the most humane manner possible, with food, shelter and most importantly, many people to give them the care and attention they need. In many cases, the time spent at the shelter is the best time of their lives. Although there is no time limit on the length an animal stays at the shelter difficult decisions sometimes have to be made. An animal found to be "un-safe" to the public or one suffering from illness may have to be euthanized. To help you further understand the concept of euthanasia, we have compiled some common questions and answers about euthanasia.

#### ***What does the term "Euthanasia" mean?***

The word euthanasia comes from the Greek word meaning "a good death".

#### ***Why do you have to euthanize animals?***

Animal overpopulation occurs when there are simply too many animals and not enough homes available. This is the reason that ECCHA strongly urges animal owners to have their pets spayed or neutered. There are other reasons for euthanasia, such as: a sick, severely injured or an aggressive animal to name a few.

#### ***How do you decide which animals will be euthanized and who makes those decisions?***

Animals are considered for euthanasia based on temperament (is the animal safe for the public?), illness (does the animal have a disease that would lower it's quality of life?), and disposition, (is the animal adjusting to "shelter life"). These difficult decisions are made by the Executive Director and other supervisors at ECCHA, based on observations made by them and Animal Caretakers. Some animals are considered for foster care if it is believed that they may thrive better in a home environment. If you are interested in becoming a foster parent please ask the Volunteer Coordinator.

**Please let the Volunteer Coordinator know if you have any questions about the handbook, or volunteering at ECCHA. The staff and all the animals will appreciate your help very much.**

### **Volunteering at ECCHA Events and Other Programs**

**If you are interested in volunteering at outside fundraising and education/outreach events for ECCHA please check the**

**corresponding boxes on your Volunteer Information Form. We will contact you when volunteers are needed in the areas of interest that you have checked. Feel free to contact US if you are interested in volunteering at a specific event, and you have not heard from someone as we near the date of that event**

**Animal Art Auction (Art With Heart)** – A formal event that takes place in October each year. A live and silent auction are held, focusing on artwork donated by local artists, and all inspired by animals. Appetizers and beverages are served to the guests. Volunteers help organize the auctions, assist with set-up and clean-up of the event, and help to register and checkout the guests. \*\*If you are interested in donating original artwork for this event please contact the Director at (715) 839-4747x25 or [director@eccha.org](mailto:director@eccha.org)

**Baked Goods/Sales** – Volunteers needed to provide individually wrapped baked goods for sale at event such as our Holiday Bazaar and our Fido & Friends Fun Run.

**Better in Show** – An all-breed pet show and exposition with informal, fun categories of competition such as “Best Dog Trick” and “Cat Crowd Pleaser”. Usually includes obedience and agility demonstrations, dog sport demonstrations, many animal-related vendor booths and other animal rescue groups, a silent auction, and a “Second Chance Parade”. This event draws more than 1,000 people annually and usually takes place at the Indoor Sports Center. Volunteers help set-up for the event, at the registration area, at the ECCHA booth, organizing competitors for the different categories, selling raffle tickets, bringing adoptable dogs from the animal shelter to the event, and wherever else needed.

**Candy Bar Sales** – The candy bar sale takes place February through April. Volunteers can pick up candy bars from the shelter to sell. Candy can be paid for in advance, at the time of pick-up, or after all money has been collected. ECCHA sells Seroogy’s chocolate made in De Pere, Wisconsin, a well-known brand that is hard to find.

**Canisters Program** – Pick up donations from ECCHA canisters and “Big Belly Banks” located at various locations and businesses in the Eau Claire area. Each volunteer has his/her own route, and donations are collected at least once a month and delivered to ECCHA. Program Coordinator is also needed to maintain a list of canister volunteers and solicit new locations to put canisters.

**Crafting/Bazaars** – Volunteers needed to create hand-made crafts and items to sell at our Holiday Bazaar in November.

**Education Booths** – Volunteers needed to host an ECCHA table or booth at various community and outreach events through out the year. All brochures, information and pictures of adoptable pets will be provided by ECCHA. Volunteers also may bring adoptable pets to the event from the shelter, if the event allows.

**Food Stands** – Serve and cook food at various events.

**Fido & Friends Fun Run** – Annual dog walk held in Carson Park in May. Volunteers needed to help with set-up, registration, serving food, placing signs, hosting the ECCHA table, and bringing adoptable dogs from the shelter to the event.

**Pet Food Drive** – Volunteers needed to help place donation bins and pick up collected donations at various businesses through out the Chippewa Valley, to collect pet food and supplies for ECCHA.

**Pet Therapy** – Use your own certified therapy dog or take an approved animal from ECCHA to nursing homes, assisted living facilities, schools, outreach events, and other locations as requested, to allow people to spend time with the animal.

**Petsmart Adoption Program** – Assist with cleaning of cat cages and exercising/socializing the adoptable cats that are displayed at the Petsmart store. Answer questions for potential adopters and allow them to spend time with the cat they are interested in adopting after they have filled out the necessary paperwork. \*\*Please ask for additional information about this program if you are interested in participating.

**Pet of the Week** – Provide own transportation to pick up a designated pet from the animal shelter and transport it to the requesting television station, radio station, or newspaper office to be promoted for “Pet of the Week.” Then transport pet back to the animal shelter.

**Poster Distribution** – Distribute flyers for various ECCHA events through out the year, at locations all over the Chippewa Valley. Businesses that will accept flyers are divided into different areas of town. Each volunteer is assigned a specific location of town to distribute the flyers in.

**Santa Paws Ornaments** – Volunteers needed to help assemble the hand-crafted “Santa Paws Ornaments” that ECCHA sells during the month of December at the animal shelter and various other locations. Volunteers also needed to deliver small, artificial Christmas trees and ornaments to participating businesses at the end of November.

**Silent Auction** – Usually takes place at the Better in Show event. Volunteers needed to solicit donations for items ranging in value that can be sold at a silent auction event. Volunteers also needed the day of the event to help set-up, organize, supervise, and help at the check-out area at the sale.

**Volunteer Host Program** – Volunteers needed to act as a “Host” during business hours at the animal shelter. Greet visitors, guide them to adoptable areas, printed information on available animals, and other educational materials. Hand out adoption application forms and explain the basic adoption process. Refer visitors to staff as needed. Volunteers for this program must be mature, responsible individuals who can commit to a regular schedule.

**Raffles** – Volunteers needed to solicit donations for items ranging in value to advertise as prizes. Volunteers also needed to sell tickets privately and at organized ECCHA events where tickets are sold.