

Whistler Animals Galore Society

A Shelter Full of Hope & Promise



Volunteer Manual

Share Some Love



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About WAG

WAG is a shelter full of hope and promise.

WAG provides the best quality of life and offers the best outcome for every animal in our care. We are a resource for the Whistler region, providing education, advocacy, and animal care.

WAG is the safety net for lost, abandoned, and harmed animals in the region. From Whistler to Lillooet, WAG offers hope to all animals in need. WAG has exceptional knowledge, experience, and expertise.

WAG *Matchmaker Program* has 100% success rate: all animals in our program are placed in permanent homes. To prepare an animal for its forever home, WAG provides medical care, behavioral training, and socialization. Then, our *Matchmaker Program* allows us to match the lifestyle, needs, and experience of adopters with the animals we've become so familiar with. Our *Second Chances* program serves animals with special needs who might otherwise not receive essential medical and rehabilitation services.

WAG's promise to the animals: We will use our expertise and experience to offer hope and promise for all the animals in our care, whatever their issues, history, and circumstances. Through veterinary care, spaying and neutering, diverse social experiences, attentive training, exercise and mental stimulation, volunteers and staff will provide a high quality of life for the animals.

WAG dogs spend their days walking, playing, training, and lounging outside of their kennels. WAG cats enjoy the perches, scratching posts, cubby holes and windows of the common cat room.



WAG Mission, Vision, & Values

Mission Statement

To protect and enhance the lives of lost, unwanted, and homeless animals.

Vision

To bring about a time in our communities when all animals are treated humanely and with respect, and when every cat or dog ever born is guaranteed a loving home for the duration of its life.

Values

Respect

All animals should be treated with respect, as one would treat another person

Accountability

WAG holds itself accountable to its donors as well as to the animals for which we care, for the duration of their lifetime. Similarly, all members of our community should be held accountable for their actions towards animals.

Quality of Life

Our daily mission is to ensure that we do all in our power to ensure a high quality of life for the animals in our care, including quality medical care, training, socialization, basic care, and exercise.



The WAG WAY

The WAG Way is to embrace the human-animal relationship. Our adoption screening program ensures that each animal is adopted into a home that meets all of the animal's needs. Every animal that comes into WAG's care is vaccinated, treated for parasites, and neutered. Animals are assessed for behavioral problems and retrained to ensure that they find a loving, lifelong home. The WAG Way is all about stepping in for our voiceless friends during their time of need.

Quality of Life

WAG places a strong emphasis on quality of life for the animals in our care through:

- Excellent Medical care including examinations, vaccinations, spaying/neutering, treatment for parasites, all other necessary medical treatment to ensure our animals are as healthy as possible
- second chances for animals requiring surgery and/or medical treatment
- Socialization:
 - Daily play time with dogs and volunteers or staff,
 - Quite time with volunteers and staff learning how to be calm
 - Meeting lots of different people, overcoming fear
- Assessments of temperaments and animal needs
- Ongoing training throughout their time at WAG
- Monitoring for signs of stress
- Healthy environment- this includes a good quality, consistent diet, maintaining a clean shelter, disease control measures,
- Foster homes are used for animals who find living in the shelter to be too stressful, also used when WAG does not have enough room for animals or when an animal is nursing or recovering from surgery. An animal showing signs of stress will be removed from the shelter and placed in a foster home.



History of WAG

WAG was started in 1982 by two friends named Dorothy Sabey and Debbie Chow who identified a need for an animal rescue service in the Sea to Sky Corridor. Their decision to name their group Whistler Animals Galore remains as appropriate now as it was then, as there are animals *galore* in our local communities. The organization began as a volunteer-based endeavor. Caring volunteers opened their homes to animals in need and sought new homes for them.

In 1992 WAG was incorporated as a non-profit society under the British Columbia Society Act, giving it a distinct legal identity. In August 2000 WAG made a huge step forward by entering into a contract with the Resort Municipality of Whistler (RMOW). Under this contract, WAG cared for animals impounded by the RMOW and in exchange, was permitted to occupy the municipal impound, thus giving WAG the facility it desperately needed. WAG was then operating a busy shelter with two full-time employees. Shortly upon the heels of this advancement, WAG was granted status as a registered charity by the Canada Customs and Revenue Agency.

In October 2003, the RMOW, in acknowledgment of the desperate need for a new animal shelter/impound facility, approved a site along Nesters Road for the construction of a brand new facility to house WAG and municipal animal control operations.

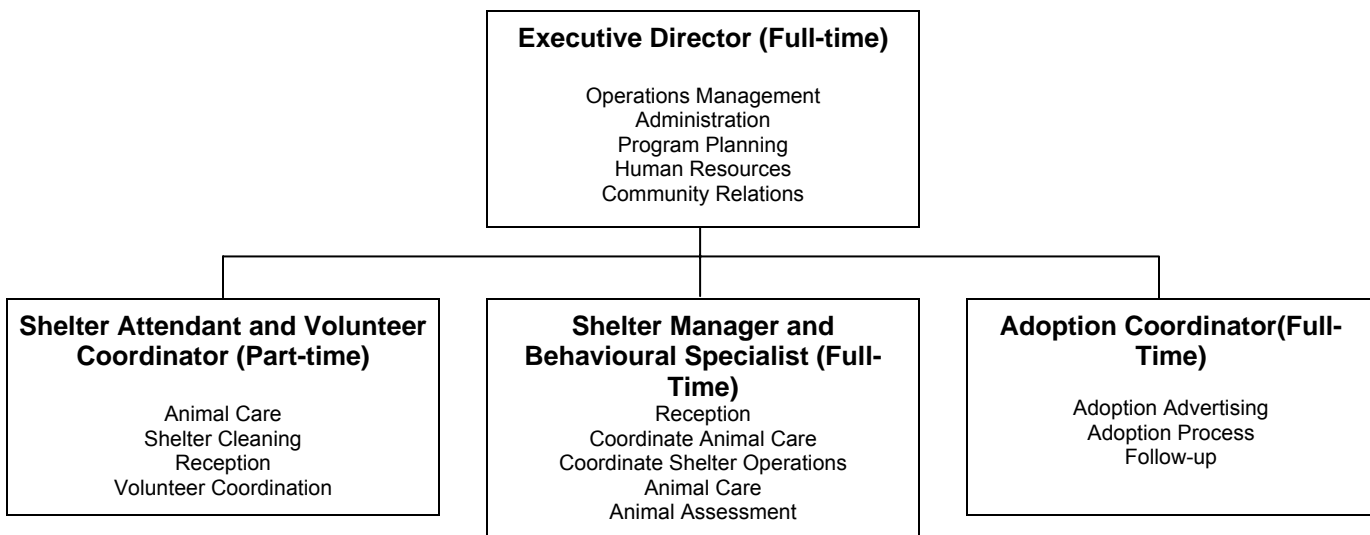
In June 2004, WAG hired a third staff member to work part-time in the shelter. In June 2005, WAG moved into the new shelter facility on Nesters Road and began operations with three full-time employees.



Organizational Structure

WAG is incorporated under the *Society Act of BC*, and as such, must adhere to the regulations regarding conduct as laid out in the act. WAG is also a registered charity with the *Canada Revenue Agency* and must adhere to all regulations regarding the conduct of a registered charity. WAG relies largely upon donations to meet operational expenses.

WAG is governed by a volunteer Board of Directors that is comprised of individuals who live and work in the communities WAG serves. The purpose of the Board of Directors is to provide guidance, support and decision making for the organization. The Board of Directors meets on the monthly basis.



WAG also has volunteers who assist in a variety of capacities. All volunteers work under the guidance of the staff and the Board of Directors.

WAG occupies and operates the Whistler Animal Shelter under contract with the Resort Municipality of Whistler. This contract allows us to occupy the municipally owned shelter in exchange for caring for impounded animals, selling dog licenses, collecting impound fees, rehoming unclaimed animals, performing public education, and providing opportunities for the community (e.g. volunteering, visiting animals). WAG staff work in cooperation with RMOW Bylaw Services and the RMOW Animal Control Officer. This partnership with the RMOW is key to the viability of the organization.

WAG has many other partnerships with local businesses and organizations. WAG's partnership with Coast Mountain Veterinary Services is key to providing quality medical care for the animals and WAG staff work closely with the CMVS staff.



WAG Programs and Services

Shelter Services

WAG provides care for stray, abandoned and unwanted animals. WAG cares for and rehomes an average of 100 animals/year. We continue to be characterized by exceptionally high quality of care for our animals. Every WAG animal is examined by a veterinarian, vaccinated, treated for parasites, spayed or neutered, and given any other necessary medical treatment. WAG is made unique by our willingness to provide chances to special case animals, such as dogs hit by cars, cats attacked by wildlife, and animals with existing medical conditions. *Coast Mountain Veterinary Services* (Dr. Lane and associates) is our veterinary partner. Many services are provided to WAG at a discount.

Shelter staff focus on minimizing stress for shelter animals, and ensuring the animals are socialized, trained and exercised.

The shelter is open to the public for visiting everyday of the year. At this time, people are invited to visit the cats, puppies and dogs. Please note that some areas of the shelter are reserved for the animals, staff and volunteers only. The animal control section of the building, the WAG kennels, the outdoor dog runs, and all isolation rooms are closed to the public at all times unless accompanied by a staff member. Visitors are encouraged to enter the cattery, visit the puppy room, or visit with animals in the adoption room.

Public Visiting Hours are as follows:

Mondays and Tuesdays	3 pm – 5 pm
Wednesdays through Sundays	1 pm – 5 pm

Matchmaker Adoption Program

Our adoption program is based upon a matchmaking approach; every animal and every home is unique. WAG has a 99% success rate in matching animal with wonderful homes. WAG animals for adoption are listed on www.petfinder.com. A link on the WAG website directs visitors to WAG's list of adoptable animals on petfinder.com.



Foster Program

WAG's foster program relies upon volunteers in the community who open their homes to animals that require a temporary place outside of the shelter. The foster program is an important tool for managing stress among the shelter animal population. Foster homes are used primarily for cats who find the shelter environment very stressful. Foster homes are also used to manage cat population density in the cattery. As well, the foster program provides important socialization for animals that have had traumatic experiences or have learned a distrust of humans.

Volunteer Program

Volunteers assist WAG in a wide variety of ways. Most importantly, volunteers assist in caring for the shelter animals, playing a vital role in maintaining a high quality of life for the animals through socialization, dog walking, grooming, and play. Volunteers also assist WAG in fundraising activities, animal transport, shelter cleaning etc.

Drop-In Dog Walking

Members of the public are invited to drop-in to the shelter during public visitation hours

Lost and Found

WAG serves as a lost and found call centre for the Sea to Sky area. We maintain a record of all lost and found reports and attempt to match lost pets with their owners.

Spay and Neuter Programs

Mount Currie Spay and Neuter Program

In 2005, WAG and the Mount Currie Band created a partnership to promote animal welfare and public safety in that community. This partnership launched the first of a series of free spay and neuter clinics for the First Nations community of Mount Currie. This program was made possible through large scale fundraising efforts by WAG, together with a grant from the *Animal Welfare Foundation of Canada*. Clinics are operated entirely by volunteers from Mount Currie, Pemberton and Whistler. Veterinarians also donate their time. A total of 140 dogs had been spayed or neutered by the end of 2008.. This program will continue to operate.



WAG has also visited the Xit'olacw Community School in Mount Currie to deliver dog bite prevention and animal welfare education.

Current efforts are focused on educational submissions to the monthly newsletter, covering topics such as dog aggression, why dogs chase cars, benefits of spaying and neutering etc.

Financial Assistance for Neuter and Spay (FANS)

The WAG FANS program provides financial assistance with neutering and spaying of pets to low income families in the Whistler, Pemberton, Mount Currie areas. Coast Mountain Veterinary Services has partnered with WAG to provide subsidized services for families in need.

Mount Currie Wellness Clinics

WAG, in partnership with the Mount Currie Band and the Pemberton Animal Wellbeing Society (PAWS), is establishing monthly pet wellness clinics on-site in the Community of Mount Currie. The purpose of this program is to improve access to veterinary care for the pets of Mount Currie residents on a low income, to create a positive relationship between WAG, PAWS, and the community of Mount Currie. The program aims to vaccinate cats and dogs, improve the health of pets in the community, and education pet owners about health and the importance of spaying and neutering.

Education

For the past three years, WAG has visited elementary level students in Whistler and Pemberton Schools to teach dog bite prevention and animal welfare. This program is made possible each year by a LEAD grant from *The Community Foundation of Whistler*.

Community Outreach

In addition to WAG programs, we make continuous efforts to educate the community on a wide variety of topics with the aim of promoting responsible pet guardianship.

Local TV

Shaw cable assists WAG by filming animals for adoption and highlighting them in "The Express", a local show about events and people in Sea to Sky country.



Newspaper ads

The Whistler Question runs a weekly ad for WAG that is sponsored by local businesses. WAG utilizes the ad space to advertise animals for adoption, promote fundraising events and WAG programs, and educate public about topics such as leash laws and dog waste issues.

WAG website: www.thewagway.com

The WAG website seeks to inform visitors about every aspect of WAG's programs and activities. The website also contains a library of educational articles on pet health and behaviour. We also attempt to provide information to visitors on broader issues such as animal cruelty legislation. Web hosting is provided compliments of Pacific Online Inc.



Operational Policies and Procedures

WAG has a number of policies and procedures that govern our activities, guide us in our jobs, and define our identity as an organization. Volunteers are encouraged to become familiar with these various documents. All documents are found in binders at the front counter.

WAG has the following policies and procedures:

- WAG Bylaws
- Privacy and Personal Information Protection Policy
- WAG Surrender Policy
- WAG Surrender Protocol
- WAG Surrender Procedure
- WAG Adoption Policy and Procedures
- Matchmaker Program
- WAG Foster Program Policies and Procedures
- Shelter Cleaning and Safety Procedures
- WAG Stress Management Program (Reducing the impacts of long-term sheltering)
- Fire Safety
- Volunteer Policy (including policy on underage volunteers)
- Dog Walking Policy
- Cash Handling Policy
- Infectious Disease Protocols
- Staff Manual
- Impound Procedures
- Third Party Fundraisers
- Guidelines for issuing Tax Receipts
- Communications Tool Kit
- Ethical Fundraising Code
- Volunteer Manual



Volunteer Program

Goals

Volunteers are key to providing the animals in the shelter with the high quality of life for which WAG is known. You can make a difference in their lives every time you come in for a shift at the shelter. The ultimate goal is to ensure that the animals are happy, healthy, trained and well-socialized. This improves their chances for adoption and reduces the amount of time they spend in the shelter prior to adoption.

We hope that volunteering at WAG is a rewarding and educational experience.

Working with the Animals

Cattery Attendant

Cattery volunteers feed the resident cats, change litter boxes, clean the cattery, groom the cats, and provide play time and socialization. By spending time with the cats, volunteers get to know their personalities and can provide staff with important information that will assist with the adoption process.

Cattery attendants complete shifts in the mornings between 9 am and 11 am, when feeding and cleaning takes place.

Dog Walking

Volunteer dog walkers provide exercise and a little bit of training for the WAG dogs. Often there are times when WAG has dogs that are not participating in the drop-in dog walking program. Dog's are that not fully vaccinated or who have behavioural issues might not be participating in the drop-in walking program. It is for these dogs especially that volunteer dog walkers are needed to ensure they get the exercise and training they require. Regular volunteer dog walkers are invited to sign up for walking between the hours of 9 am and 12 pm or between the hours of 1 pm and 5 pm.

Closing Attendant

Closing Attendants play an important role in keeping the shelter clean and functioning by ensuring all animals have adequate sleeping areas, clean play areas, and are comfortable.

Closing Attendants complete shifts between 3/4 pm and 6 pm

Kennel Attendant

Kennel Attendants feed resident dogs, clean kennels and dog runs, groom dogs, and provide play time and socialization. By spending time with the dogs, volunteers get to know their personalities and can provide staff with important information that will assist with the adoption process.



Kennel attendants complete shifts between 9 am and 11 am. Some kennel attendants enjoy splitting a shift between in-shelter duties and dog-walking.

Socialization

Shelter life is stressful for animals. Dogs can become very excitable and cats have anxiety. Volunteers can help by spending quiet time with the animals in the home-like setting of the adoption room or by helping the dogs release energy and play in the spotted dog run. Socialization hours are very flexible.

Working for the Animals

Fundraising Events

WAG holds a variety of fundraising events and activities throughout the year. Volunteers are the ones who make these events possible. Some examples of events and activities include the Dog Wash (summer), K9 Wine and Dine (summer), Photos with Santa (Dec), and various coat checks.

Other ways to help

- Help transport animals to veterinary appointments (based on your availability)
- Volunteer at the Spay and Neuter clinics or the Wellness Clinics
- Join a WAG committee. For e.g. the fundraising committee helps plan and organize fundraising events



Volunteer Guidelines

Volunteers:

- must be 19 years of age or over, or accompanied by guardian during volunteering shifts
- must attend an orientation session
- must sign a *Release and Waiver of Liability* form
- must sign a *Volunteer Agreement*

Harrassment

WAG strives to provide a safe and comfortable environment for all staff, volunteers and visitors that is free from harassment. Harassment of others will not be tolerated.

Dress

- Wear sturdy, closed-toe shoes
- Remove any dangly jewelry
- Do not wear your best clothes. (WAG has boots and coveralls for those who wish them)

Signing up for shifts

The volunteer schedule is located in the black binder at the reception counter. Volunteers may sign up for their shifts in person on the calendar in the binder. Alternatively, you may call the shelter to sign up for a shift or send an email to WAG@whistler.ca.

WAG sends out a weekly email to all volunteers. The email contains information about the specific shifts that are available for the week ahead.

Signing in and out

We encourage all volunteers to track their hours by signing in and out for the shifts. All log sheets are kept in the black volunteer binder.

If you can't make a shift

If you are unable to make a shift for which you have signed up, please call the shelter to let us know in advance or send an email to WAG@whistler.ca.



Communication

There are a variety of methods used for communication at the shelter. WAG strives to maintain complete and accurate records of the animals' health and behaviour. Staff place information sheets on each animal on clipboards located at the entrance to the kennels (dogs) and on the wall outside the meeting room. Please look at these sheets whenever you come in for a shift. They contain important information about an animal's behaviour and what training we are working on. We rely upon all of our volunteers to help us implement this training for the animals. You will also find sheets on the clipboards upon which we encourage you to records your observations on the animals.

Each week WAG sends out an email update to all our volunteers. This email will let you know what is happening at the shelter as well as what shifts need to be filled or other ways you can help, such as a fundraiser.

The WAG Brand and Communications Tool Kit

The WAG Brand is embodies the image of the organization and the perception of WAG's service to the community. Through the Brand of WAG, we make promises to the community and create expectations in the public. By delivering on our brand promise, we build relationships of trust with the various constituency groups we serve and receive support in return.

The Communications Tool Kit is designed to ensure that all staff communications are deliberate, consistent, and reinforce the WAG Brand. We invite you to view the Communications Tool Kit to assist you with interactions with the public.

The Tool Kit includes communications technique such as empathy and paraphrasing that assist us to diffuse conflict, provide respectful and non-judgemental service.

The Communications Tool Kit is also used by staff to answer common questions about WAG clearly, consistently, and deliberately on-brand.



Confidentiality

WAG PRIVACY AND PERSONAL INFORMATION PROTECTION POLICY

WAG collects a certain amount of personal information from staff, volunteers, visitors, donors, adopting individuals, and individuals surrendering animals. As of January 2004, the collection and use of this information is regulated by British Columbia's *Personal Information Protection Act (PIPA)*. Personal information collected by WAG includes name, age, home address, home phone number(s), employment information, education, and marital status.

WAG is responsible and accountable for the personal information in our possession. The protection of personal information collected is the responsibility of the Executive Director and all staff.

The purposes for which information is collected must be identified at the time of collection. This can be done orally, or in writing. WAG may only collect information that is necessary for the purpose identified. Consent must be required for the collection of personal information. Consent must also be obtained, either orally or in writing, from an individual for the disclosure of information to others.

WAG must take reasonable steps to protect the information in its possession. Reasonable steps include storing forms with personal information in designated files and filing cabinets, restricting access to this information to WAG staff only, and if necessary, locking filing cabinets and restricting access to the office. Volunteers should not be permitted to access files containing personal information without the permission of WAG staff. Staff must explain to volunteers that any personal information they encounter must be protected and cannot be disclosed to others without consent.

If an individual has a request or inquiry about the personal information WAG has collected on them, the inquiry should be directed to the Executive Director or Shelter Manager. The requested information shall be provided within 30 days of the request. If an individual has a complaint about the handling of personal information by WAG, their complaint must be documented by the Executive Director and appropriate measures shall be taken to rectify the situation.



WAG and RMOW Property

The Whistler Animal Shelter facility is a municipal building. WAG does not own this building. Please treat the building and all equipment with care. The RMOW is responsible for regular maintenance on the building. Any damage to the building or equipment that is not the result of normal use, may not be repaired by the RMOW. WAG does not have funds for repairing damage to the building. This means that we must also use common sense in determining the areas of the building to which animals may have access. Unsupervised puppies and dogs can be very destructive with chewing and clawing. Puppies or dogs should not be left unsupervised in the foyer, reception area, WAG office, meeting room, adoption room, utility room, hallways, bathrooms, or mezzanine.

All equipment that belongs to WAG or the RMOW should be used only for WAG and impound operations. Equipment such as the washer, dryer, photocopier, and computers are not for personal use.

Never download programs of any sort onto the computers without the permission of the Executive Director.



Safety

It is everyone's responsibility to ensure a safe work place for staff, volunteers, visitors, and for the animals. There are many hazards in the environment of an animal shelter. Be aware that there are some diseases that can be transmitted from animals to humans. Each volunteer should use all precautions to ensure their health and safety as well as that of others and the animals:

- Know the location of first aid kits, eye wash stations, and fire extinguishers
- Always wash your hands before and after handling an animal
- Use proper disease control measures as described in the *Shelter cleaning Policies and Procedures* and the *Infectious Disease Protocols*.
- Use care and common sense when handling animals. If you are unsure about handling an animal, do not attempt to handle it by yourself, ask staff for assistance.
- Wear gloves and masks when working with cleaning chemicals, cleaning cages and kennels, and handling dirty laundry and litter boxes. Goggles are also available for eye protection.
- Report any injury as soon as possible to staff. Disinfect bites and scratches thoroughly.
- Do not allow animals to lick your mouth or open wounds
- Report any unsafe working condition to staff immediately
- Do not perform your duties when your ability to do so is impaired such as by alcohol or drugs
- Do not engage in horseplay, fighting, practical jokes or any other behaviour that may create a hazard to you or to others
- Please do not have more than two dogs behind the reception counter at any one time
- Please do not allow visitors to come behind the reception counter. Dogs can be brought out to visitors.
- Volunteers should not enter the impound area. Staff only are to handle impound dogs.



- Please do not leave extension cords lying across the floor in the hallways during the daytime. They are a safety hazard
- All WAG dogs must be wearing ID at all times (except for puppies that are not leaving the building)
- The door to the WAG kennel must be kept closed at all times.
- The door to the isolation area must be kept closed at all times.
- All dogs must be on leash when being brought from the kennels our outdoor area into the main building.
- Never take a dog off leash in an unsecured area or walk a dog off leash. This includes not removing the leash from a dog until the dog is secured behind a gate or internal door. This is CRITICAL.
- Always ask staff before allowing two dogs or cats to play together, walk together or come into contact with one another. Some dogs or cats cannot be together for behavioural reasons. An animal may also have lice, fleas or other condition that is contagious to other animals.
- Never try to break up a dog fight by attempting to separate the dogs with any part of your body. Extremely serious injury can result from getting in the middle of a dog fight as a dog may redirect its aggression towards you. Keep away, try to remain calm and avoid shouting at the dogs. You could try to spray the dogs with the hose from behind the fence , make a loud noise such as slamming a door, or dump a bucket of water over the dogs. Seek help. Your own safety comes first.
- Ask staff about if there are any safety precautions of which you should be aware before handling a particular animal.
- Do not enter animal isolation rooms unless you have been given instruction on isolation procedures.
- It is recommended that you ensure you are current on your Tetanus vaccination.
- Please ask for assistance when lifting heavy items or animals.

Everyday shelter practices.

- always pick up the poop as soon as possible after it is deposited



- every dog must sit before going through a door, before being given a treat, and before a meal.
- develop the habit of closing doors quickly behind you to prevent escapees
- humans always walk through doorways first
- there is always time for cuddles
- wash your hands



How to clean a cage

It is recommended that you wear gloves, mask and protective eyewear when cleaning cages.

Cat Cages

1. Remove the cat from the cage/room. Never leave a cat in the cage as you attempt to clean it. Animals should not be exposed to cleaning chemicals. Cats can be placed in another cage or held temporarily in a clean carrier while you are cleaning.
2. Remove all items from the cage/room. Dishes, hard toys and litter pans should be scrubbed and soaked in dilute bleach, rinsed, and dried. Towels, bedding, and soft toys should be placed in the laundry. Toys should be washed or discarded if they have been in contact with a cat that is known to carry an infectious disease or if the toy is partially destroyed.
3. Scoop up, vacuum or sweep up any solid waste remaining in the cage.
4. Spray cleaning solution on all the surfaces of the cage, including walls and doors. Use A-456-N for everyday cleaning. Bleach is reserved for disinfection in cases of infectious diseases such as an upper respiratory infection.
5. Scrub all surfaces of the cage
6. Allow the solution to stand for 10 minutes
7. Rinse
8. Dry with a clean towel.
9. Allow cage to air dry. Cages should be completely dry before animals are returned to them
10. Add new bedding, litter tray, water dish, toys, scratching post etc.
11. Replace cat in the cage.

Dog Cages

1. Remove the dog from the kennel. Never leave a dog in a kennel while you attempt to clean the kennel. Animals should not be exposed to cleaning chemicals. Dogs can be placed in another kennel, held temporarily in a clean carrier, or placed in an outdoor run while you are cleaning.
2. Remove all items from the kennel. Dishes and hard toys should be scrubbed and then soaked in dilute bleach, rinsed and allowed to dry. Towels, blankets, bedding and soft toys should be placed in the laundry.
3. Scoop up any solid waste if present and place in garbage bin.
4. Rinse kennel with the hose
5. Spray on A-456-N to all surfaces including walls and doors.
6. Scrub all surfaces



7. Allow solution to stand for 10 minutes
8. Rinse the kennel with the hose
9. Dry kennel with squeegee or towel
10. Allow the kennel to air dry. Kennels should be completely dry before animals are returned to them.
11. Add new bedding, water bucket/dish, toys etc to kennel
12. Replace the dog in the kennel

Cleaning Chemicals

In the shelter we use different products for cleaning and disinfecting, including chlorine bleach and A-456-N. There are advantages and disadvantages to each product and it is important to understand these in order to select the appropriate product for a particular task.

Chlorine Bleach (hypochlorous acid)

Chlorine bleach is a disinfectant, not a cleaner. This means that soils must be removed from surfaces before treatment. In the shelter we soak dishes, toys and litter boxes in dilute bleach for 10 minutes. We also add bleach to the laundry. Sometimes bleach is used to disinfect cages, kennels, or isolation rooms. Bleach is a very harsh chemical so it is not used as a daily cleaner.

Peroxigard

Peroxigard is a disinfectant. This means that heavily soiled areas require cleaning before disinfection. This means that all organic debris, such as feces, must be removed prior to disinfection with the product. Peroxigard can be used for daily disinfection of kennels and surfaces. For disinfection, spray surfaces, allow solution to sit for 5 minutes and then wipe dry.

A-456-N

A-456-N is a cleaner, disinfectant, and deodorizer all in one. This means that cleaning lightly soiled surfaces and disinfecting is a one-step process. This cleaner is also less damaging to surfaces than Peroxigard and bleach. This makes A-456-N a practical choice for general daily cleaning in the shelter. Surfaces should be sprayed with the cleaner, scrubbed, allowed to stand for 10 minutes, and then wiped/rinsed.

Never mix any of these chemicals together.



Dog Walking Rules

The WAG dog walking program is based upon trust. Whether it is staff, volunteers or drop-in visitors walking a dog, they must abide by the dog walking rules. These rules are created to ensure the safety of WAG dogs, the safety of the public and to protect WAG from potentially crippling liability suits. One person who ignores the rules could jeopardize the dog walking program as well as WAG itself. As you can tell, we are very serious about these rules.

1. All dog walkers must fill out a Volunteer Release and Waiver of Liability
2. All walkers must be 19 years of age or over.
3. All walkers must provide government issue photo identification
4. Dog walkers may not be accompanied by children under 10 years of age.
5. Children under the age of 19 accompanying a dog walker may not hold the leash at any time
6. WAG dogs must always be walked on leash. THERE ARE NO EXCEPTIONS TO THIS RULE.
7. Keep WAG dogs away from dog waste
8. Take dog waste bags with you and stoop, scoop and pick up the poop.
9. Never leave a WAG dog unattended
10. Be gentle and encouraging.



Odd Jobs in the Shelter

There are always a multitude of duties to be done in the shelter. We encourage you to have a look around in the shelter, identify odd jobs waiting to be done and jump in there! If you are unsure, please ask staff how you can help or how you should complete a task.

Here are some examples of odd jobs:

- Laundry
 - fold and put away towels and blankets, or put in a new load when the previous load is complete. Please follow the instructions posted above the washer and dryer.
- Dishes
- brush dogs and cats
- Ask staff if there is a dog who needs a bath
- Sweep walkways and dog runs
- Clean the dirty laundry bin
- Scrub carrying kennels
- Wipe down counters, walls, doors
- Check the daily cleaning duties list for tasks yet to be done.



Animal Charts

The shelter can be a busy place. We have devised a system to help communicate with one another about the needs, issues, and training of each animal in the shelter. You will find two clip board stations in the shelter. One is located on the wall just outside the meeting room. This is the cat chart station. The other is located just outside of the puppy room. This is the dog chart station.

Each animal in the shelter has their own clip board that contains information on their personality and training needs. There is also a sheet of paper upon which we encourage you to write your observations about an animal. This is how you can help WAG to gather information about the animals.

Whenever you arrive at the shelter for your shift, please check out the chart stations to update yourself on any special instructions for a particular animal.

We also have a new feature, the "Volunteer Animal Information log". It is a blue binder stored with the other volunteer binders at the reception area. This binder allows volunteers to participate in an expanded manner in the upkeep of information about animals which helps WAG to provide enhanced care for the animals based upon behavioural and other information provided by volunteers. It also contains information for volunteers on upcoming events.



Animal Handling

When you first arrive at the shelter for your shift, be sure to check the dog handling information posted on the clip boards outside of the puppy room in the kennel area. There is important information posted here regarding the handling of each of the dogs currently in the shelter. The information posted will advise you of any known potential dangers associated with a dog, what training techniques to employ, and also which dogs can be allowed together. For information about the cats in the shelter please check in with staff. Co

Animals rely a great deal upon body language to communicate with us and with other animals. They will send us messages about what they are thinking with their body and they will interpret signals we send them with our body language. For your safety, it is important to be observant of the body language being used by the animals in the shelter.

Before opening a kennel door, observe the place in the kennel that the animal is located, for example: covering in the back. Watch the stance, ears, and facial expressions of the animal to read what mood it is in. Slowly approach the animal talking to them in a soft, reassuring voice, avoiding direct eye contact, allowing it to sniff the back of your hand. This will either reassure them or alert them to a potentially unsafe situation. If you are uncertain about reading an animal, or feel that judging by its body language it may bite, scratch or bolt from you, please do not handle the animal; rather inform or ask for assistance from a staff member.

Canine Calming Signals

Calming signals are the language that dogs use to communicate with each other and maintain the social hierarchy within the pack. The signals are dogs' way of calming themselves and other dogs in threatening situations and preventing conflict.

1. Turning their head: This is a sign that the dog is not comfortable. When humans turn their heads away from a dog, it can help diffuse a situation. Dogs may sometimes avert their eyes as opposed to the entire head.

2. Turning away: This is calming for the dog. A dog may use this if another dog acts in a threatening way. Often if a dog runs at you and you turn your back to them they will not come towards you.

3. Licking noses: A dog may use this along with other signals when approaching another dog. You may also notice that dogs often lick their lips when getting their picture taken; it can be a little scary.



4. Yawning: You may notice a dog yawning in a stressful situation (vets, arguments, if held tightly, being hugged etc). Use it if your dog may be uncertain, scared or needs to calm down a bit.

5. Shaking: This is literally shaking off nervous energy, or diffusing a situation. This may be seen if an adult dog is correcting a puppy and is trying to teach manners.

6. Moving in an Arc: When dogs meet, they tend to do so in an “arc” instead of nose to nose. If dogs do meet head on, watch the body language to make sure that the outcome is not a tense one.

In the shelter, staff and volunteers use calming signals with dogs that are scared and unsure.

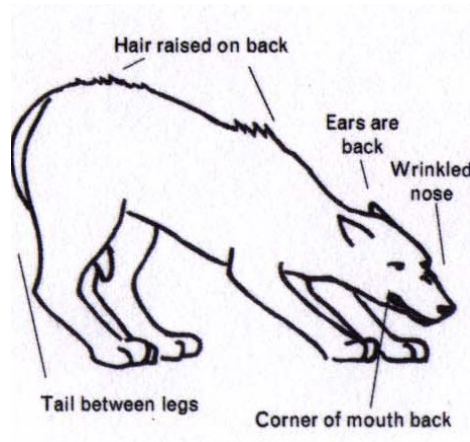
Threatening signs for a dog

- Standing over the dog
- Smiling
- Holding dog tight
- Arguing
- Staring
- Quick movements
- Going straight towards a dog
- Angry/strict/stressed voice
- Hand on neck or hugging

Recognizing a scared or angry dog

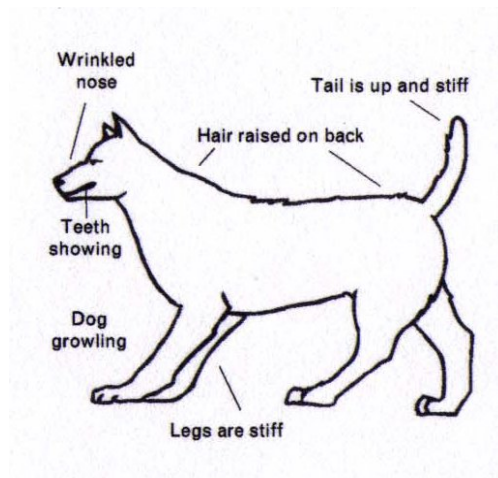
A scared dog will give warning signals that they do not wish to be approached. If you ignore these signals this dog will likely bite.

Signs of a scared dog are: dilated pupils, ears pressed back, hackles raised, muzzle tense and wrinkled (may be snarling or exposing teeth), crouched posture with weight over back legs, tail tucked.



An angry or aggressive dog may attack to protect its possessions, its pack or itself.

Signs of an angry or aggressive dog are: ears erect and forward, hackles up, tail up and stiff, weight forward, lips curled, teeth bared, growling, eyes are staring.



General Guidelines

- Do not approach dogs displaying signals that they are scared or aggressive.
- Wait for a dog to come to you
- Always ensure that you provide a dog with an escape route (in other words, do not crowd them or corner them)
- Pet a dog under the chin rather than on top of the head



- Do not reach into a kennel with your hands, or other body parts

Cat body Language










Cats generally do not have social hierarchies like canines. Cats prefer to hunt alone, though they do live in social groups. Feline body language is complex and subtle. With careful observation, we can learn to interpret visual signals. Body language has to be read by looking at the whole body - the face, the posture and the tail position. Looking at one of these in isolation is misleading since they all combine into an overall message

Eyes

For a cat, prolonged eye contact is an assertive, or even a threatening, signal. When relaxed, most cats have their eyes half-open, giving the appearance of being half-asleep. Dilated pupils accompany fear, aggressive excitement and also the mild excitement of seeing its owner, a feline friend or even dinner! An angry, confident cat has narrowed pupils

Ears

When content and relaxed, a cat sits with its ears facing forward but tilted slightly back. If the cat grows anxious, its ears move slightly back and flatten down. A fearful cat has lowered ears. The more anxious or fearful the cat is, the flatter the ears until they are lying straight backwards, flat to the skull. If the cat is fearful but aggressive, the ears flatten sideways - a combination of the forward pointing "alert" ears and the flattened/lowered "fearful" ears.

← MORE AGGRESSIVE →			
↑ MORE SUBMISSIVE OR MORE FEARFUL ↓	EARS PRICKED FORWARDS 		
	EARS OUT SIDeways, FLATTENED 		
	PUPILS DILATED, EARS RIGHT BACK 	PUPILS DILATED, EARS HALF BACK 	EARS TURNED BACK 

Tail

Very few cats wag their tails in happiness like dogs. When a cat is relaxed, confident and alert, it walks with its tail horizontally behind it or even slightly drooping. If it meets a friendly cat or friendly human, the tail goes up like a flag-pole to convey its friendliness. Erratic swishing of the tail from side to side indicates that the cat is becoming more alert, readying itself for action but has not yet made up its mind. As it becomes more alert or more emotionally charged, the tail swishes faster, wider and in a more regular manner. Violent thrashing therefore indicates high excitement or imminent aggression.

General guidelines

- Wait for a cat to approach you
- Begin by scratching the top of the head, sides of mouth, or chin. Almost all cats enjoy being touched in these places.
- Cats consider their undersides to be vulnerable. Avoid touching the underbelly of a cat you do not know.



- Cats are very sensitive in the spot near the base of the tail. Avoid touching this area of a cat with which you are unfamiliar.
- Never use your hands as toys with a cat. Tie a toy to a string and drag it along instead.



Volunteer Agreement

As a volunteer for WAG, I, _____, agree to:

- Be considerate of others
- Treat all animals humanely and gently
- Follow instructions given to me by staff
- Dress appropriately for my shifts
- Maintain confidentiality
- Sign up for my shifts in advance
- Complete a minimum of one shift per week for three months (unless I have made alternative arrangement with staff)
- Record my shifts in the volunteer log book
- Contact WAG in advance if I am unable to do a shift for which I have signed up
- Be polite, courteous and helpful, and represent WAG professionally

I have attended an orientation session at WAG and I understand that WAG policies and procedures are in place to protect the safety of the animals, volunteers, staff and the public. I understand that failure to abide by these policies and procedures may harm a person or an animal and could jeopardize WAG programs.

Signature

Date