



Volunteer Manual

1242 Lombard Street - Philadelphia, PA 19147

215.735.9570

www.morrisanimalrefuge.org



Welcome to Morris Animal Refuge!

Welcome and thank you for volunteering at Morris Animal Refuge!

Our goal for our volunteer program is to help you learn more about shelter animals and care and develop an increased awareness of animal welfare. The donation of your unique care and skill set will help make a difference for all of our animals here at Morris Animal Refuge.

Our staff is excited to work with you. If you ever have any questions or concerns, please do not hesitate to ask.

Again, thank you, and welcome!

Sincerely,
The Morris Animal Refuge Team

🐾 History and Mission 🐾

Morris Animal Refuge was founded in 1874 by Elizabeth Morris, one of our nation's pioneers in animal welfare. The Refuge is the first animal shelter in the United States, and in our 140+ year history, no animal has ever been turned away from our doors. We once even cared for an abandoned circus elephant!

Our mission commits us to adoption, education, and high-quality care for all animals. We offer high quality care for cats, dogs, and other small animals, and we provide a full range of preventative and protective services for abused, neglected, and abandoned animals.

The Refuge operates today from its home at 1242 Lombard Street in Philadelphia, PA. It is run by a small and dedicated staff whose primary responsibilities include animal care, foster coordination, fundraising, and animal welfare education. Our volunteers provide many hours of additional support in all aspects of the shelter.

Morris Animal Refuge is a nonprofit organization as determined by the Internal Revenue Service under their code, section 501 (c) (3). The refuge is dependent on the community's tax-deductible contributions to provide a second chance for our animals.



Morris Animal Refuge founder, Elizabeth Morris

Volunteer Opportunities

We aim to ensure that all volunteers are given the opportunity to work in a role that best meets their needs, interests, and skills. Some of these roles include:

Animal Care Assistant

- Cleaning kennels, replenishing food and water, cleaning food / water and litter pans, organizing supplies, socializing the animals. Can be done specifically with cats, dogs, or both species.

Dog Walking

- Must attend one dog handling class, which covers body language, appropriate play, and yard time

Events Committee

- Setting up and breaking down the event, handling the animals, talking to the public, handing out promotional material, soliciting donations, and selling raffles.

Administrative Assistant

- Answering telephone, recording messages, greeting customers, filing paperwork, data entry, archiving, animal adoptions, and special projects.

Photographer / Videographer

- Taking pictures and videos of animals around the shelter for social media sites, as well as taking pictures at events and holidays

Shelter Support

- Cleaning floors & woodwork, upkeep in lobby, halls, & stairways, doing laundry, cleaning kitchen, kennel enrichment. Assisting where needed.

Important Things to Know

Hours of Operation:

Mon, Tue, Thu, Sat 8:30 am – 4:30 pm

Wed, Fri 8:30 am – 7:00 pm

Sun 8:30 am – 4:30 pm

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Shelter Contact Information:

Address: 1242 Lombard Street - Philadelphia, PA 19147

Telephone: (215) 735-9570

Fax: (215) 735-6398

Website: www.morrisanimalrefuge.org

Personnel Contact Information:

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General Volunteer Inquiries

volunteering@morrisanimalrefuge.org

Volunteer Facebook Group

- Search 'Morris Animal Refuge Volunteers' on Facebook, or ask your Volunteer Coordinator to add you!

Orientation & Training

In order to volunteer at Morris Animal Refuge, everyone must attend an orientation session and a dog / cat handling training session.

Morris Animal Refuge expects all volunteers to comply with the following guidelines:

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Prior to Volunteering

1. Complete and return the liability waiver.
2. Attend a volunteer orientation.
3. Attend a dog handling class before working with dogs.
4. Attend a cat handling class before working with cats.

When Volunteering

- Contact us in case of cancellation for a scheduled shift.
- Be on-time to your assigned place of service.
- Follow the instructions of your supervisor.
- Check in with your team / site coordinator when in and before leaving your shift.
- Understand your responsibilities and ask questions if you need further clarification.
- Treat others with respect, dignity and honesty.
- Have a positive and willing attitude.
- Sign in and out of Volgisitcs.
- Always wear your name tag.

Volunteers have the right..

- To be informed of your volunteer schedule and your assigned work.
- To receive a volunteer orientation and support at your work site.
- To receive a volunteer role that offers adequate supervision and meets your skills and experience.
- To be treated with respect, dignity and honesty.

Other Information

- Out-of-pocket expenses are not reimbursed, including expenses for travel, parking, and meals.
- Certain volunteer positions will have transportation to the work site and will be setup when you sign up for Events. If you need special assistance please let us know when you turn in your liability form.
- Have fun!

Volunteer Policies

The following procedures were developed to provide organization throughout our busy shelter and to insure the safety of all volunteers, patrons, staff, and animals. We ask all volunteers to practice the following and to inform MAR patrons of any that may apply to them.

Injuries and Accidents:

All injuries incurred at the Refuge, no matter how small, to a volunteer or a member of the public must be reported to a staff member and an accident report must be filled out. Please direct the general public to the Shelter Manager or Director of Operations if they are injured on our property.

Bites and Scratches:

All bites and scratches must be reported to the Shelter Manager or Director of Operations, and an accident report must be filled out. The report can also help staff to determine what may have prompted the animal to react. This information may further help in determining if and what type of home the animal should be placed.

Absence / Cancellations:

If you are to be absent from a scheduled shift, volunteers should inform the Volunteer Coordinator with as much notice as possible so that alternative arrangements can be made.

Restricted Areas:

We ask that volunteers and the general public DO NOT enter the dispensary or surgical suite, unless given specific permission to do so. If you do need to be in these areas, please only touch animals that you have been specifically told; some animals may have an infectious/contagious disease and/or behavior/aggression issues.

Dress Code:

All volunteers must comply with the following dress code requirements:

- Long pants are required in order to work with the animals.
- Closed toe shoes must be worn at all times. No sandals, flip flops or other open shoes are permitted.
- Sleeved t - shirts must be worn. Unprofessional clothing such as clothing with offensive language is not permitted. *f J c i bhYYfg Jftgk J`VY`dfcj XYY`k \YbÆ Uj UJUV`Y"Æ*

Confidentiality:

Staff and volunteers shall refrain from disclosing any confidential or proprietary organization and contact information of our staff members, volunteers, adopters, or veterinary clinicians.

Publicity Policy:

Our social media pages are positive, open forums that welcome positive and/or constructive comments and posts. Morris Animal Refuge encourages volunteers, staff, board members, and foster families to participate in social media outlets to highlight positive, animal-related information, such as adoptable animals and upcoming events. Posts that do not meet these requirements will be deleted.

Harassment & Discrimination:

Harassment or discrimination toward any employee, client, visitor, or volunteer is strictly prohibited. An individual who believes he / she has been subject to harassment or discrimination should immediately report the incident to the Volunteer Coordinator and / or manager on duty. Staff will conduct and review an investigative report and decide what action, if any, will be taken.

Handling & Mistreatment of Animals:

The mistreatment of animals is strictly prohibited by Morris Animal Refuge. If a volunteer is found mishandling or mistreating an animal, the volunteer will be dismissed from his or her volunteer duties immediately. Mishandling an animal includes carelessness or lack of attention toward that animal and may result in the animal harming a person or another animal. Mistreating an animal includes yelling at, hitting, or striking the animal.

Dismissal of Volunteer Duties:

A volunteer may be dismissed from his / her duties at any time at the appropriate discretion of staff. Volunteers not following regulations and procedures as outlined in this manual will be subject to disciplinary action, suspension, and / or dismissal from duties.

- : Jfgic ZYbgY. Verbal warning and suggestion to re-attend volunteer orientation(s).
- GYWc bX 'c ZYbgY. Written warning and suggestion to re-attend volunteer orientation(s).
- H\ JfX 'c ZYbgY. Dismissal from volunteer duties.

**Thank you again for volunteering your time to care for Philadelphia's
homeless animals!**