

Hidden



Treasures



Volunteer Manual

33 E Walker Street Orland Ca. 95963

HiddenTreasuresSanctuary@gmail.com

530-828-2063

Volunteer Manager:

Terry Spencer– SpencerTerry18@Yahoo.com

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Please read the entire volunteer packet

Welcome to the HTSR Volunteer Program

Thank you for your interest in volunteering! We are excited to welcome you. Our volunteers assist in a variety of ways. Please review this entire volunteer packet. It will provide you with important information about Hidden Treasures and volunteering with us.

This volunteer program requests at least 4 hours per month on a consistent basis from each volunteer. It is not meant for one time or short term volunteer assistance.

Mission: To trap, rescue, spay or neuter, provide vet care to get cats and kittens ready for adoptions into their new loving homes. Unadoptable feral felines are given loving lifetime care.

Goal: To provide low cost spay and neuter services in our community. To reduce the number of stray, abandoned and unhoused cats in Glenn County. To provide homes for unwanted or sick cats and kittens that come to our rescue. To provide education and support to the public about feline care, disease spread, compassion for living creatures and the necessity to spay and neuter pets. We only euthanize cats that are seriously sick or injured and beyond capabilities for HTS to provide care.

About Hidden Treasures

Hidden Treasures Sanctuary and Rescue (HTSR) has been in operation at 33 E Walker Street since 2022. It has been functioning for many years without a physical public location out of the Director, Valerie Johnson's personal residence. From generous donations and community support, we were able to open the rescue in Orland. To increase adoption rates and provide a space for the public to access low cost spay and neuter services. Valerie still operates a cat sanctuary from her residence in Orland. Where unadoptable cats are provided medical care, food and shelter while they live out their lives.

HTSR rescues unhoused, unwanted and abandoned cats within Glenn County. We are limited on space and resources, but we work to ensure that all rescued cats that come to us have a chance to find a loving forever home. We currently survive on donations, but are working to secure funding through Orland, Willows and Glenn County. HTSR could not provide shelter and a new chance at life for our cats without volunteers like you. HTSR is a registered non-profit 501 (c)(3) and is bound by a volunteer board of directors.

Location and Hours

Rescue Address: 33 E Walker Street Orland Ca 95963

Mailing Address: 4207 County Road E Orland Ca 95963

Rescue Public Hours: Monday to Saturday 10am to 3pm

Adoptions: Saturday 12-3pm.

Spay/Neuter Clinics: Wednesday – Spays - Drop off at 9-930am (\$125)

Thursdays – Neuter – Drop off at 9-930am (\$75)

Volunteer Process

Program Requirements:

Orientation: All volunteers must attend a training/orientation shift that occurs each Saturday at 11:00am BEFORE they are allowed to sign up for future volunteer shifts. **Sign ups are in person at the rescue or by calling 530-828-2063.**

Junior Volunteers: 12 to 17 years old Junior Volunteers between the ages of 12-15 and must be accompanied by an adult (18+) volunteer for all training and volunteer shifts. Volunteers that are 16 and 17 may volunteer without a guardian onsite, but must have a guardian sign a consent form.

Volunteers: 18 years and older All volunteers are asked to commit to at least 6 months and 4 hours month. Volunteers are encouraged to sign up for regularly scheduled shifts as it helps staff to plan their work day in the most efficient way, and it helps you, the volunteer, to determine where and when your valuable help is needed most. *Please sign up in advance on the volunteer calendar at the rescue.*

Badges: Volunteers will be assigned a badge after their volunteer orientation and before their first volunteer shift. Badges are required to be worn on shift.

Volunteer Process Continued

T-Shirts: Volunteers may purchase HTSR t-shirts. As much as we would love to be able to provide these to you free of charge, being a non-profit, it is simply not possible. Shirts for existing volunteers are \$15.00.

New Volunteer Steps:

1. Pick up a volunteer packet and read the entire packet. Sign the liability release (including parents or guardians accompanying Junior Volunteers).
2. Attend a new volunteer orientation/training. Saturday 11am.
3. Receive a badge and purchase a t-shirt (optional). Sign up to shadow a current volunteer on the volunteer schedule.
4. After you complete a shadow shift, you are ready to VOLUNTEER!! Sign up for volunteer shifts on the volunteer schedule.

Special Events

HTSR puts on many special events like:

- ◆ Fundraisers (car washes, open houses, yard sales, etc)
- ◆ Annual community events (like 4th of July in the park)
- ◆ Adoption Events
- ◆ Outreach/educational meetings with city counsels and board of supervisors

Volunteers are needed at these events as they are crucial to HTS R remaining open. HTSR staff members will attend and provide guidance and instruction, but volunteers are the real support behind these events. Time at these events are counted as regular volunteer hours. They are scheduled on the volunteer event calendar or by speaking with Valerie the HTSR director.

Group Messaging/Facebook

HTSR volunteers are encouraged to become a follower on the Hidden Treasures Facebook page. To help spread the word about events, fundraisers and adoptions.

We encourage all of you to talk to Valerie, our HTSR director and add yourself to the HTSR group text messaging. We sometimes need last minute volunteers to help with fostering kittens, medicating sick or injured cats or other last minute issues that arise. If you have flexibility to assist, we would love to include you on the chat.

Dress Code

Dress Appropriately. Anyone violating the dress code will be sent home to change. No exceptions. Every time you volunteer on site or with the animals you must wear:

1. Jeans recommended
2. Closed toe shoes
3. Volunteer badge (and optional t-shirt).
4. Long hair should be secured up out of animals reach
5. No shirts, caps, or other attire that advertises or promotes alcohol, drugs, or any slogans that may be offensive to others.

This dress code is for your safety and to prevent accidents.



Cross Contamination

Cross-contamination is when bacteria or other microorganisms are transferred from one object and/or animal to another, with harmful effects.

Here are some ways to prevent cross contamination:

1. Avoid playing with the same toys or using a brush on more than one cat.
2. Wash hands between handling each animal so as not to pass germs.
3. When required, wear gloves when handling each animal and change gloves between animals.
4. Get in the habit of doing a quick visual scan for illness BEFORE you touch any animal. If you hear or observe any unusual behavior or signs of illness do not touch the animal and inform a staff member immediately. Some symptoms to look for are:
 - Nasal discharge (mucous colored not clear)
 - Irritated eyes (discharge or redness)
 - Sneezing or Coughing
 - Congestion
 - Lethargy
 - Unusual hair loss
 - Parasites (fleas or ticks)
 - Unusual stool (diarrhea, bloody)
 - Vomiting
- It's important to stress the fact than ***any*** objects (pen, door handle, spray bottle, toys, cage doors, shoes, etc.) should be treated as potentially contaminated with viruses and/or bacteria that could spread to cats and make them sick. Some viruses can even live on objects for over a month.

Cross Contamination

Diseases spread quickly in the shelter environment. It is important to take every precaution to prevent an outbreak of diseases and illnesses such as ringworm, and upper respiratory infections.

Wear Gloves or Sanitize your hands between cats—Gloves must be worn when touching under-vaccinated cats and kittens. The gloves must never touch more than one feline. This means that you must change gloves between cages. Do not touch door handles with gloves, contaminated or otherwise. When removing gloves take one off and bundle it in the hand with the glove still on. Carefully reach your ungloved middle and forefinger between your wrist and the glove and wrap the bundled glove while you take the second glove off.



Under-Vaccinated – Refers to cats or kittens that have not yet completed their vaccination schedules. Kittens’ immune systems aren’t considered fully developed until they are 16 weeks of age. Until then they must receive vaccinations every week, or depending on health, two to three weeks. Adult animals get a vaccine upon arrival and then a booster two weeks later. Rabies vaccines are given at three months of age, again at a year after the first rabies vaccine, and then every three years after that.

Policies and Procedures

Attendance: We count on our volunteers! Make sure you attend your volunteer shifts OR cancel with reasonable notice. Please, no no-show, no-calls. We understand you are volunteering your time, and we appreciate and respect your time. We do count on you, so when you don't show up, and don't let us know, it does put a strain on us.

Confidentiality: During the course of your work as a volunteer, you may have access to confidential information regarding Hidden Treasures, shelter animals, clients, donors, or employees. Volunteers must refrain from revealing or divulging such information.

Safety First: Volunteers should immediately report all safety hazards, unsafe conditions, or practices to a staff member. HTSR does not provide insurance for volunteers. As a volunteer you are responsible for injury or illness resulting from volunteer work at the shelter or public events. The HTSR insurance policy does not cover a volunteer's personal vehicle. If you are driving your own vehicle for HTSR purposes, you must have a valid California driver's license with a clean driving record and current insurance for your vehicle. It is your responsibility to be up to date on your tetanus shot. Anyone known to be under the influence of drugs, alcohol, or intoxicating substances will not be allowed to volunteer while in such condition. Horseplay and other acts that can compromise the safety or well-being of the employees, volunteers, or animals are prohibited. Volunteers under the age of 16 must be under the direct supervision of a trained adult volunteer at all times. All injuries, including animal bites and scratches, regardless of how minor, must be reported to the nearest staff member immediately. No one will be permitted to volunteer while their ability or alertness is impaired by fatigue, illness, or other cause that might unnecessarily expose themselves or others to diseases.

More Policy and Procedures

Personal Items: HTSR is not responsible for any personal belongings (e.g., purses, backpacks). You can store your belongings in the office, we recommend that you only bring along what is necessary and leave items at home. Please note that HTSR will not assume liability for personal items left in cars or on the property.

Personal Pets: While Volunteering For the safety of your pet and HTSR animals, volunteers may NOT bring their own pets during their volunteer shift, and may not socialize shelter animals with any non-shelter animals at any time, unless you have been approved to foster a pet. This policy includes service animals as the presence of any animal agitates our shelter animals. **Do not leave pets in cars while volunteering.**

Pregnancy: Due to the incidence of toxoplasmosis, a disease found to cause birth defects, female volunteers who are or suspect being pregnant, should consult with their physician before handling any cats. We strongly encourage you to refrain from handling cats, cleaning litter pans or being near cat litter until your physician gives the "OK."

Public Interaction/Customer Service: When speaking with the public, please be sure to identify yourself as a volunteer. If you are asked a question and you are not 100% sure that you can provide a complete and correct answer, refer them to a staff member. If you are approached by the press while on a volunteer shift, please notify a staff member before you speak or give an interview. Remember that as a volunteer, you represent Hidden Treasures. If you do not know where Hidden Treasures stands on any issue (indoor/outdoor, declawing, etc.) please refer to a staff member.

Resignation: We know that life happens and sometimes volunteering isn't always feasible. If you know you won't be able to volunteer consistently for six months or more, please contact the Volunteer Programs Manager before resigning so we can remove you from the schedule.

More Policy and Procedure

Reporting Incidents: An incident can be defined as any occurrence that involves a client, visitor, staff member, volunteer, animal, bite case, etc. which is troubling enough to warrant reporting and/or recording the facts. You should report all incidents to the Volunteer Programs Manager or HTSR Director. **VERY IMPORTANT:** Any bites by an animal at the shelter which break the surface of the skin and draw blood, whether accidental or not, are to be reported immediately to HTSR staff. The animal must be quarantined for 10 days; this does not mean the animal will be euthanized. · The observation period is a precaution against rabies, which is not common but is 100% fatal once a person exhibits symptoms. For everyone's safety, if an animal exhibits aggressive or dangerous behavior, tell staff **IMMEDIATELY**. When handling animals, please let HTSR staff know if an animal is showing signs of illness or injury so that we can immediately evaluate and address the issue.

Safety with Animals: You may not handle an animal until you have completed the appropriate training. It is your responsibility to check which animals have special limitations before taking them out of their kennel/cage. If you do not know how to do something, ask for help. If you feel like you need a refresher course, please ask a staff person. No judgment! Prevent animal bites and scratches with proper handling and knowledge of animal body language. All animal bites, scratches, and incidents must be reported. Wash or sanitize your hands after handling an animal and before touching another animal in a separate kennel, upon entering and exiting a cat room, or after handling a litter box or any soiled bedding. Report the first signs of illness and do not handle sick animals. **DO NOT TOUCH KITTENS** without gloves unless they have been fully vaccinated. Know your limitations. If you are unsure do not risk it. Be able to identify animals that are too difficult for you to handle. Remain aware. Please maintain situational awareness when handling animals at all times.

Capabilities

There are several animal care needs that are typically fulfilled by volunteers who work with cats. Volunteers need to possess the following physical, mental, and emotional capacities.

Essential Physical Capabilities: Manual dexterity, quick reflexes, and ability to use both hands simultaneously (e.g., open cage door while handling animal). Ability to walk unaided on unpaved, uneven, rugged, and sometimes slippery terrain. Ability to bend and squat or to stand for significant periods. Average vision to move safely around the building, to be able to observe animal body language without difficulty, and to be able to read notes on animals' paperwork. Ability to hear if an animal is growling, hissing, or making sounds indicating fear or pain. Ability to maneuver well in tight spaces and react and move quickly in order to prevent cats from escaping . Ability to deal with strong and unpleasant odors, fleas, feces, and possible wounds or injuries to animals in our care. Ability to cope with a very loud environment due to animal noises. Ability to push carts and barrels of laundry, load and unload washer and dryer, fold clean laundry, wash and put away dishes, and put these supplies away reaching shelves from ground level up to six feet, using a step stool as needed.

Essential Mental Capabilities: Ability to understand, remember and follow instructions and procedures. Possess problem-solving capability. Ability to observe and evaluate response to handling, as well as health and behavioral problems that are revealed during animal socialization. Must be aware of potentially dangerous situations when working with the animals. Must be able to remain calm with animals that are upset, behave sensitively and confidently, show good judgment and act appropriately in these situations.

Capabilities Continued

Essential Emotional Capabilities: Ability to cope with unexpected animal behavior without assistance. Ability to cope with a highly emotionally-charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized for medical reasons. Ability to understand HTSR' policies and positions regarding companion animals and other key animal welfare issues. Ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing HTSR.

Level of Supervision Once trained: Volunteers must be able to work with minimal supervision, yet must recognize limitations of knowledge and abilities, and ask for help when needed. Should be able to work independently for long periods of time, as well as work within a team atmosphere with other volunteers or staff. Other A fairly high level of experience and familiarity with cats and their anatomy is desirable. All animal care positions involve some cleaning, and can involve the use of hazardous or toxic chemicals. *Please reach out to the Volunteer Programs Manager to request any reasonable accommodation you may need in order to meet the essential capabilities of your volunteer position at HTSR.

Visitor Policy: Visitors are not allowed to perform volunteer duties. If a visitor is interested in volunteering, they must undergo all required training before handling the animals. This includes significant others and children.

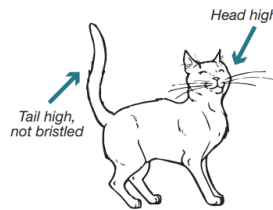
Termination: Hidden Treasures reserves the right to terminate volunteer status at any time, for any circumstance which, in the judgment of the Hidden Treasures Director, would make continued service as a volunteer contrary to the best interest of the organization.

Interpreting Cat Behavior

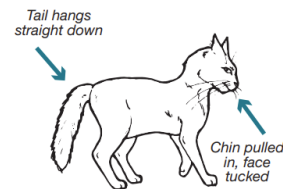
There are many behavioral signs in cats that may indicate fear, anxiety, and/or depression. These are important to recognize in order to respect the animal's comfort. Some indicators are more severe and obvious than others and a definitive interpretation is not always available. Below are a few signs that indicate a cat might be frightened or depressed:

Signs of a frightened cat:	Signs of an anxious cat:
<ul style="list-style-type: none"> • Ears back • Hissing • Striking • Hiding • Dilated Pupils • Wide Eyes 	<ul style="list-style-type: none"> • Crouching posture • Tucked tail • Low ears • Alertness • Wide eyes • Surveying

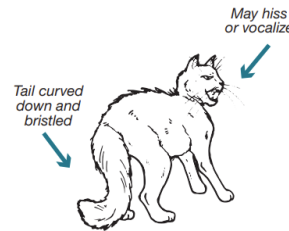
So glad to see you!



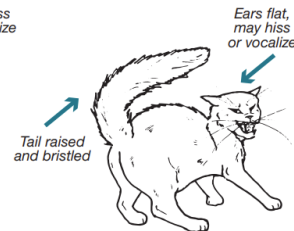
Don't even think about it.



Please leave me alone!



I'm really scared!



I'm excited to see you!



Feelin' fine!



How's it going here?



What's happening here? All good?



Everything is good, right? Seems to be okay.



Hmm, what's going on here?



I'm not sure about all this. What's going on?



This is stressing me out!



That's interesting!



That's annoying!



This is aggravating!



Back off! I'm scared.

Interpreting Cat Behavior

Recognizing Stress: Cats can display a wide variety of physical and verbal cues to indicate their levels of stress and anxiety.

- ◆ **Excessive Shedding**

- ◆ **Excessive Grooming:** This will include excessive licking, scratching and biting at their bodies. Over-grooming can lead to skin irritation or infections, so it is important to monitor this behavior closely.

- ◆ **Tail Position**

- ◆ Many anxious, nervous or stressed cats will **hold their tail in a low position** and flick it quickly back and forth.

- ◆ **Gastrointestinal Upset**

- ◆ **Hiding**

- ◆ **Aggression:** Cats will utilize their claws and their razor sharp teeth when they feel cornered and stressed.
- ◆ **Ear Positioning and Pupil Dilation:** Stressed cats will often pin their ears back flat on their head as a warning to those nearby. In addition, their eyes will widen and their pupils will dilate in stressful situations.
- ◆ **Vocalizing:** This can be meowing, growling, hissing or a high-pitched yowling. During these times of distress it's best to give the cat space and avoid intense handling or interaction. These can be warning signals that could lead to aggressive behaviors, including scratching or biting. Silent cats may also be anxious and expectantly lash out on a person handling them in times of stress, so it is best to always take into account the cat's entire body language.

◆

Cat Interactions/ Duties

Stop Bites Before They Happen: The shelter atmosphere can be extremely stressful for animals and even though they are all evaluated, certain situations or environmental triggers may cause an animal to act out or become aggressive towards people or other animals. Animals can show signs of aggression for various reasons and sometimes without any warning. Unfamiliarity with the environment, illness, medical treatments, confined housing situations, isolation, boredom, and maternal instincts can all contribute to the stress and potential aggression of a shelter animal. Stay alert and exercise extreme caution when handling.

What to do if you are injured while volunteering: Volunteers who are injured while providing service for HTSR (either on or off-site) must report their injuries to Valerie, the Director or rescue staff immediately. A witness statement must be filed for any major injury or wound involving broken skin. Any animal bite or scratch that draws blood must be documented and the animal quarantined for 10 days. Concealing injury or failing to report accidents is not encouraged.

Primary Duties: There is a lot to do at the shelter and you can sign up for your favorite duties when you schedule your shifts after you attend orientation. Shifts will include cleaning, maintenance of the facility, taming or cat socialization, feed and water, grooming, adoption or outreach events and assisting with low cost spay and neuter services.

Congratulations! You have reached the end of the Volunteer packet and are now ready to sign the release and schedule your Saturday orientation at 11am. Once you complete orientation please schedule future volunteer shifts on the volunteer calendar at the rescue.

Liability Release/Contact Info

Hidden Treasures Sanctuary and Rescue- Volunteer and Staff Release and Contacts

Name: _____

Address: _____

Phone: _____

Email: _____

Emergency Contact: _____ Relationship: _____

Emergency Contact Address: _____

Emergency Contact Phone: _____

Any Allergies, Medications or other information needed in an emergency:

Release and Waiver of Liability

PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS.

This release and Waiver of Liability (the "Release") executed on this _____ day of _____, 20_____, by _____ (the Volunteer/Employee/Independent Contractor) in favor of Hidden Treasures Sanctuary and Rescue (HTSR), a non-profit corporation, its directors, officers, employees and agents.

The above named person desires to be a volunteer/employee/independent contractor working for HTSR and engage in activities related to being a volunteer/employee/independent contractor for HTSR. The above understands that the activities may include: physical labor, exposure to hazardous conditions, dangers of working with animals, their excrements, exposure to other diseases, driving to and from events or errands for HTSR and any other circumstances that may result in personal injuries or illness. The above hereby, freely, voluntarily and without duress executes this Release under the following terms:

- 1. Release and Waiver.** The above named volunteer/employee/independent contractor does hereby release and forever discharge and hold harmless Hidden Treasures Sanctuary and Rescue and its successors and assigns from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, that arise or may hereafter arise from volunteer's/employee's/independent contractor's activities with Hidden Treasures Sanctuary and Rescue. VOLUNTEER/EMPLOYEE/INDEPENDENT CONTRACTOR UNDERSTANDS THAT THIS RELEASE DISCHARGES HIDDEN TREASURES SACTUARY AND RESCUE FROM ANY LIABILITY OR CLAIM THAT THE VOLUNTEER/EMPLOYEE/INDEPENDENT CONTRACTOR MAY HAVE AGAISNT HIDDEN TREASURES SANCTUARY AND RESCUE WITH RESPECT TO ANY BODILY INJURY, PERSONAL INJURY, ILLNESS OR DEATH, OR PROPERTY DMAGE THAT MAY RESULT FROM THE ABOVE ACTIVITIES, WHETHER CAUSED BY THE NEGLIGENCE OF HIDDEN TREASURES SANCTUARY AND RESCUE , ITS OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS OTHERWISE. THE ABOVE ALSO UNDERSTANDS THAT HIDDEN TREASURES SANCTUARY AND RESCUE DOES NOT ASSUME ANY RESPONSIBILITY FOR OR OBLIGATION TO PROVIDE FINANACIAL ASSITANCE OR PTHER ASSISTANCE, INCLUDING BUT NOT LIMITED TO MEDICAL, HEALTH OR DISABILITY INSURANCE IN THE EVENT OF UNJURY OR ILLNESS.

Medical Treatment. The volunteer/employee/independent contractor does hereby release and forever discharge Hidden Treasures Sanctuary and Rescue from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment or service rendered ion connection with the above activities with HTSR.

Liability Release/Contact Info

3. **Assumption of Risk.** The volunteer/employee/independent contractor understands that the activities may involve work that may be hazardous to themselves including, but not limited to, working with the animals and substances used for their maintenance and treatment, transportation to and from the work sites, event sites and errands done for HTSR. Volunteer/employee/independent contractor hereby expressly and specifically assumes the risk of injury or harm in the activities and releases HTSR from all liability for injury, illness, death or property damage resulting from the activities.

4. **Insurance.** The volunteer/employee/independent contractor understands that, except as otherwise agreed to in writing by Hidden Treasures Sanctuary and Rescue, that HTSR does not carry or maintain health, medical or disability insurance coverage for any volunteer/employee/independent contractor. Each volunteer/employee/independent contractor is expected and encouraged to obtain his or her own medical or health insurance coverage.

4. **Photographic Release.** Volunteer/employee/independent contractor does hereby grant and convey unto Hidden Treasures Sanctuary and Rescue all right, title and interest in any and all photographic images, videos and audio recordings made at HTSR during volunteer/employee/independent contractor activities with HTSR. Including, but not limited to, any royalties, proceeds or other benefits derived from such photographs or recordings.

6. **Other.** Volunteer/employee/independent contractor expressly agrees that this Release is intended to be as broad and inclusive as permitted by laws of the State of California and that this Release shall be governed by and interpreted in accordance with California state laws. The volunteer/employee/independent contractor also agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court or competent jurisdiction, the invalidity of such clause or provision shall otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

IN WITNESS WHEREOF, the volunteer/employee/independent contractor has executed this Release as of the day and year first above written.

Signature of volunteer/employee/independent contractor: _____

If the above is a minor: Signature of legal Guardian: _____

Witness: _____