

SENIOR ANIMAL IN NEED TODAY SOCIETY (S.A.I.N.T.S.)

VOLUNTEER HANDBOOK

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VOLUNTEER PROGRAM AND POLICIES OF SENIOR ANIMALS IN NEED TODAY SOCIETY

1.0 INTRODUCTION

1.1 About Senior Animals in Need Today Society (SAINTS)

Senior Animals in Need Today Society (SAINTS) is an end-of-life sanctuary for senior and special needs pets and farm animals that have nowhere else to go. SAINTS works closely with municipal and humane society animal shelters to identify animals at risk of being unadoptable in the traditional shelter system. Veterinarians, rescue groups, and pet guardians also approach SAINTS with animals whose needs are better met in a place that understands and can manage the demands of ageing and special health needs.

SAINTS delivers innovative approaches in health management, day-to-day care, housing and living for special residents. What makes SAINTS unique is that it takes the philosophy of human palliative care (addressing the mind, body and soul) and applies it to animal medical care.

SAINTS is governed by a Board of Directors responsible for setting policies, strategic direction, managing resources and approving budgets. The sanctuary operations is overseen by a shelter manager. The residents of SAINTS are cared for by employees and volunteers.

1.2 History

SAINTS was founded December 2004 by Carol Hine, a home health care and palliative care nurse, along with a small group of volunteers. Carol recognized the need for a safe haven for pet senior animals spending their final days in shelters. As a nurse who worked with palliative human patients, Carol envisioned a system that would work with animal patients similarly.

Since SAINTS' beginning, the number of animals residing at the sanctuary has grown to between 90 to 100 at any given time and an additional 40 animals in permanent foster homes.

1.3 Purpose of SAINTS

SAINTS is intended as a final home for pets and farm animals that have run out of options. SAINTS' innovative approach to healthcare and wellbeing are recognized among veterinarians and animal welfare groups. SAINTS provides a special place where the residents can be loved, cherished and receive proper medical care for the rest of their days.

1.4 SAINT Funding

SAINTS holds a number of events throughout the year to raise funds, relying on the generosity of individuals, organizations and foundations to continue our work. The revenue that SAINTS generates are directed primarily toward program costs for veterinary services, medicines, food and housing.

2.0 SAINTS' VISION, MISSION, ETHICS

SAINTS believes that all volunteers should be familiar with its purpose, mission, vision and code of ethics. Volunteers are considered SAINTS' partners in implementing the mission, vision and ethics of the organization.

2.1 MISSION

SAINTS provides a safe haven for senior, palliative and special needs animals.

2.2 VISION

SAINTS vision is to build a community which values the lives of elderly, palliative, and special needs animals and meets their needs through kindness and empathy.

2.3 CODE OF ETHICS

SAINTS strives for transparency, honesty and respect in interactions with residents, staff, volunteers, members, donors, and the public. SAINTS' values compassionate care for all.

3.0 ROLES OF THE VOLUNTEERS

3.1 Purpose of Volunteer Policies and Procedures

Volunteer policies are provided to offer guidance and direction to volunteers at SAINTS. This manual is intended to clarify the roles and responsibilities of volunteers. The policies are to be used for management guidance and to be distributed to new volunteers so that they understand their role at SAINTS. This manual does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of SAINTS. SAINTS reserves the exclusive right to change any volunteer program policies at any time. Volunteers will be notified as to any changes, and all volunteers will be responsible for adherence to the updated policy. SAINTS may consider exceptions or requests for changes to these policies. Change or exception requests must be addressed to SAINTS in writing. Final approval will be discussed and issued accordingly.

3.2 Considerations for Being a Volunteer

Before selecting the area to volunteer in, SAINTS encourages potential volunteers to take a moment to reflect on what motivates them to join SAINTS. Understanding one's goals will help SAINTS match a volunteer with the most meaningful and rewarding experience. Below are questions to consider:

1. Why do you want to volunteer at SAINTS?
    a. Are you eager to learn more about animals and explore how they connect with humans?
    b. Do you have experience with a particular species and want to share your knowledge and skills?
    c. Are you looking to build friendships and be part of a compassionate volunteer community.
    d. Do you need volunteer hours to support your educational or career goals.
2. Are you willing to spend 1 day out of a week for 3 hours (not including travel time) volunteering at SAINTS?
3. Are you willing to do physical labour (this does not include socializing with SAINTS animals or walking dogs)?
4. Are you willing to take direction from a SAINTS' supervisor or lead volunteer as volunteers do not make decisions on their own?
5. Are you willing to record/write your observations in a timely manner (i.e. fill out a logbook)?
6. Can you work independently if necessary or do you prefer working in a team and/or having supervision.

3.3 Categories of Volunteer Involvement

A volunteer is anyone, who, without compensation or expectation of compensation, performs a task under the direction of and behalf of SAINTS. Volunteers are not employees of SAINTS. Volunteers of SAINTS can be divided into the following categories:

1. **One-time volunteers**: These volunteers provide professional services, special event support, or service for one time project(s). They are not regularly scheduled volunteers at SAINTS. One-time volunteers can be a group of people working on a special project for SAINTS.
2. **Regular Volunteer**s: At this time, volunteers commit to being a part of the SAINTS operations in the department of their choosing on a biweekly basis.
3. **Volunteer Leads**: Volunteer Leads are experienced volunteers who provide training, guidance and support to fellow volunteers.
4. **Minors as Volunteers**: SAINTS will not accept volunteers under the age of 16 unless accompanied by a parent or guardian. The parent or guardian must be a volunteer and gone through the same process of becoming a volunteer with the underage child as all regular volunteers. Volunteers between 16 and 18 must work alongside an adult. Minors will only be accepted as regular volunteers.

Category	Requirements	Training	Limitations

One-Time Volunteers	Hours vary by project Sign liability waiver depending on the project	Training/instructions provided as needed, on the day or in advance depending on duties	Not allowed to handle animal residents
Regular Volunteers	Complete volunteer application Attend volunteer orientation Sign volunteer agreement and liability waiver Commit to 3+ plus hours a week	Attend all volunteer meetings for selected function/area Shadow staff or volunteer leader for initial training Training/instructions provided as needed, on the day or in advance depending on duties Must adhere to work schedule assigned to their area	Animal handling depends on department; training required before handling residents
Volunteer Leads	Demonstrate competency and excellence in selected department determined by SAINTS staff	Attend all volunteer meetings for selected department Must adhere to work schedule assigned to their area	Animal handling depends on department; training required before handling residents
Minors (18 years and under)	Complete volunteer application Attend volunteer orientation with parent or guardian Parent or guardian will sign volunteer agreement and liability waiver along with minor Commit to 3+ plus hours a week	Attend all volunteer meetings for selected function/area with parent/guardian Shadow staff or volunteer leader for initial training along with parent/guardian Training/instructions provided as needed, on the day or in advance depending on duties Must adhere to work schedule assigned to their area	No direct animal handling for anyone under 16. For those 16 to 18 years old, animal handling depends on department; training required before handling residents

3.4 Volunteer Proposed Projects and Events

All projects and events that may utilize SAINTS volunteers, including volunteer committees, must follow the same SAINTS policies and procedures that apply to all other SAINTS volunteer activities. Projects may include but are not limited to fundraisers, education opportunities, outreach opportunities, and construction projects.

3.5 Scope of Volunteer Involvement

SAINTS may ask volunteers to participate in all programs and activities that are deemed appropriate by SAINTS provided these volunteers possess the required levels of skill (if necessary) and are willing to work on that particular event.

4.0 WHAT IS REQUIRED OF YOU AS A VOLUNTEER

Following instructions from employees at an animal sanctuary is crucial for the safety of both the animals and volunteers, as well as for the efficient and effective operation of the sanctuary. Clear instructions help prevent accidents, ensure proper animal care, and maintain a safe environment.
Here's why it's important:

4.1 Safety

a. Preventing Bites and Scratches: Animals in the sanctuary can be stressed, scared, or unpredictable. Following instructions on how to approach, handle, and interact with them helps prevent bites or scratches, which can lead to injuries and potential disease transmission.
b. Maintaining a Safe Environment: Adhering to designated pathways, knowing where to find safety equipment (like gloves or first aid kits), and understanding emergency procedures are essential for a safe volunteer experience.
c. Protecting Animals: Following instructions regarding animal handling, feeding, and medication administration ensures the well-being of the animals and prevents accidents or injuries caused by improper care.

4.2 Efficient Operations

a. Streamlined Processes: Volunteers need to understand the sanctuary's specific routines for cleaning, feeding, and other tasks to contribute effectively. Following instructions helps maintain a smooth workflow and ensures that all necessary tasks are completed efficiently.
b. Consistent Care: Following instructions ensures that all animals receive consistent care, regardless of which volunteers are on duty. This is especially important for animals with specific dietary needs or medical requirements.
c. Proper Record Keeping: Following instructions for documenting tasks, animal behavior, and any incidents is essential for maintaining accurate records, which are vital for tracking animal health and progress.

4.3 Legal and Ethical Considerations

a. Legal Compliance: SAINTS strives to operate under specific regulations and guidelines. Following instructions ensures that the shelter is operating within legal boundaries and meeting its legal obligations.
b. Ethical Treatment: Adhering to instructions demonstrates a commitment to the ethical treatment of animals and contributes to the shelter's mission of providing a safe and caring environment for them.

In essence, following instructions from sanctuary employees is a fundamental aspect of responsible volunteering, ensuring the safety of everyone involved and contributing to the well-being of the animals in their care.

5.0 TIPS FOR A SUCCESSFUL VOLUNTEER EXPERIENCE

1. Be consistent: Regular attendance helps build trust with staff and animals
2. Communicate: If you're unable to attend a shift, notify the shelter in advance
3. Follow Guidelines: Always adhere to safety and handling procedures to protect both yourself and the animals
4. Stay positive: Some days may be emotionally challenging, but your efforts make a difference
5. Ask questions: Don't hesitate to seek guidance from staff or your lead volunteer if you're unsure about a task or situation

6.0 VOLUNTEER JOB DESCRIPTIONS

6.1 Areas to Volunteer in

1. Barn: Chickens, Cows, Donkeys, Ducks, Goats, Horses, Llama, Pigs, Sheep, Turkey
2. House: Cats, Dogs
3. Gate House: Guinea pigs, Rabbits, Handicapped small farm animals
4. Aviary: Domesticated birds

6.2 Scheduled Volunteer Time

Volunteer shifts begin at different times depending on area of work. Coverage is also needed on statutory holidays. Volunteers must not be on-site outside their scheduled hours unless prior approval has been granted by staff. A SAINTS volunteer co-ordinator works with the volunteer to set up weekly volunteer schedules so that all shifts are covered. Currently, the shift times are as follows:

1. Barn area: 9:30 AM – 12:30 PM on Saturday and Sunday
2. House/Gate House/Aviary: 11:00 AM – 12:00 AM on Saturday and Sunday
3. Mondays to Friday shifts depend what area the volunteer is working in.

6.3 Cleaning and laundry in the house/gate house/aviary

Work in partnership with SAINTS staff and other volunteer to:

1. Wash/sweep/dust counter tops, surfaces and floors with provided cleaners
2. Clean water and feed bowls
3. Laundry for all animal areas; this includes towels, blankets, soft toys and other washable materials
4. Picking up dog poop in the outside dog areas
5. Preparing and distributing food (this is specific for each type of animal). The staff and/or volunteer lead will let you know which animals you can provide food to
6. Sort and clean donated bedding, towels, blankets, crates and other donated items

6.4 Barn/Yard Work

Barn animals benefit most from volunteers who are experienced with large, outdoor animals. Barn animals include horses, cows, pigs, llama, goats, sheep, chickens, ducks, turkey.

1. Clean stalls, paddocks and other farm animal environments; includes lifting animal fecal matter, pushing heavy loads, wheelbarrows, hauling hay, working in dirty or smelly conditions and sometimes in cramped spots when cleaning up poultry spaces.
2. Clean water and feed buckets
3. Horses, goats and llamas require regular grooming by volunteers who are knowledgeable and comfortable with the species. The staff and/or volunteer leads will direct volunteers on which animals can be groomed and which cannot.
4. Pigs need occasional grooming by volunteers who are knowledgeable and comfortable with the species. The staff and/or volunteer leads will direct volunteers on which pigs can be groomed and which cannot.
5. The sheep and the cows are not to be groomed by any volunteers
6. Staff and/or volunteer leads will let you know which animals enjoy social time with humans, and which do not
7. General grounds work such as mowing lawns, gardening, weed work
8. Occasional construction jobs

Please note that at this time, cows and the barn birds are off limits to volunteers due to avian influenza.

6.5 Walking Dogs on and Off Property – Main House

Dogs are social animals that enjoy investigating spaces outside their home.

1. Staff and/or volunteer leads will guide the volunteers on which dogs can be walked on property, and which dogs can be walked off property.
2. Staff and/or volunteer leads will direct the volunteers on the equipment required to walk each dog (i.e. some dogs require harnesses along with leashes).
3. Depending on your experience, the staff and/or volunteer leads will assign which dogs you can walk and where to walk them
4. Please do not feed the dogs any treats that are not assigned to the dog's eating protocols. Do not bring any treats from home. SAINTS will provide you with treats if the dog can have treats
5. Depending on your experience, you may walk a dog off the SAINTS property. Please view Appendix A for protocols on walking dogs off site.
6. Staff and/or volunteers will let you know which dogs enjoy a good grooming, and which do not. Do not groom dogs who do not like grooming.

6.6 Cat Care – Main House

Cats may not be as outwardly affection as dogs, but they enjoy human companionship too and benefit from humans being with them.

1. Provide fresh food and water
2. Wash and disinfect empty kennels, carriers and litter boxes
3. Restock litter into clean litter boxes
4. Provide enrichment through play and affection
5. Groom/brush cats that enjoy been groomed. Staff and/or volunteer leads will direct you to which cats can be groomed/brushed.

6.7 Rabbits and Guinea Pigs – Gate House

Rabbits have timid personalities, so we require volunteers who have gentle hands and soft mannerisms.

1. Sweep up hay and rabbit droppings
2. Provide fresh food and water
3. Replace litter if soiled
4. Help move rabbits from inside area to outside area
5. Rabbits require grooming 1 to 2 times a week. Staff and/or volunteer lead will direct knowledgeable volunteers only to which rabbits requires this.
6. Rabbits require nail trim occasionally. Staff and/or volunteer leads will direct knowledgeable volunteers only to which rabbits requires this.
7. Provide enrichment through play and affection. Staff and/or volunteer leads will direct knowledgeable volunteers to which rabbits require and/or enjoy social time with humans.

6.8 Aviary Birds

With the domestic birds in the aviary, it is important to provide a secure, stimulating environment that mimics their natural habitat while ensuring strict hygiene and nutritional standards.

1. Sweep up hay and droppings
2. Provide fresh food and water
3. Check and replace nest material as needed
4. Provide enrichment through play.
5. Staff and/or volunteer lead will direct knowledgeable volunteers to which bird require and/or enjoy social time with humans

6.9 Transportation

There are times when SAINTS requires help with transportation. This is a great way to volunteer but does not require that you be on site every week. The transportation needs depend on how busy the staff at SAINTS are.

1. Transport animals to and from veterinary clinics for medical appointments
2. Pick up animals from the airport or from local shelters
3. Pick up supplies and/or food from retail stores, vet clinics, or private donors
4. Dump/recycling runs using their own vehicle
5. Must have a valid class 5 driver's license
6. Have a clean ICBC driver's abstract
7. Ability to lift a minimum of 50 lbs
8. Maintain a clean, sanitized transport setup (carriers, blankets/towels, seat covers as needed)
9. Animals must be secured in carriers/crates and not be left unattended in a vehicle

6.10 Fundraising Coordinator

A volunteer fundraiser coordinator leads the planning, organization, and execution of fundraising campaigns, events, and initiatives to support SAINTS' goals.

1. Develop and carry out fundraising activities, such as annual galas, donor appeals and capital campaigns
2. Recruit and coordinate sponsors, participants, and volunteers for fundraising events.
3. Research potential funding sources and assist with the preparation of grant and sponsorship applications.
4. Maintain and update donor records, ensuring accurate information and timely acknowledgements.
5. Provide activity updates and fundraising reports to the Board of Directors (held via Zoom).
6. Social media and/or marketing experience highly recommended

6.11 Enrichment Activities

Just like humans, all animals benefit from enrichment activities. All the animals at SAINTS receive food, water, shelter and health care. SAINTS also strives to give the animals at the sanctuary enrichment activities. Animal enrichment activities are deliberate, species-specific modifications to a captive animal's environment designed to increase physical activity, stimulate cognitive function, and encourage natural behaviors (e.g., foraging, hunting, digging). These activities improve psychological well-being, reduce stress-induced behaviors, and allow animals to have more control over their surroundings.

Key Types of Animal Enrichment are:

1. Food-based: puzzle feeders, scatter feeding, or hiding food to encourage foraging.
2. Physical/Environmental: Modifying habitats with toys, tunnels, climbing structures, or changing bedding.
3. Sensory: Introducing new scents (olfactory), sounds (auditory), or visual stimulations.
4. Cognitive: Problem-solving tasks, training sessions, or puzzles that stimulate brain growth.
5. Social: Safe interaction with other animals of the same species or with humans

If you have experience providing enrichment activities to any of the species of animals that reside at SAINTS, this may be a good volunteer option for you. SAINTS does require that you can demonstrate your ability to work well with species of your choice.

7.0 VOLUNTEER TRAINING AND DEVELOPMENT

7.1 Orientation and Guidelines

All volunteers must attend a general orientation that covers the mission, vision and code of ethics of SAINTS. The volunteer applicant must also complete a volunteer application and sign a release form. The steps are as follows:

1. Fill out a volunteer application
2. Attend a volunteer orientation
3. Sign a release form
4. Train/shadow a qualified staff member, volunteer lead or an experienced volunteer in area chosen

It often takes several visits to feel fully comfortable, so volunteers are encouraged to ask questions freely. If a training buddy cannot answer a question, a staff member should be consulted. No question is considered too small.

7.2 Volunteer Involvement in Orientation and Training

Experienced volunteers may be asked to assist with the design and delivery of volunteer orientations.

7.3 Parking and Site Access

Parking on the property is limited. Volunteers are required to consult the volunteer coordinator for guidance on designated parking areas before their shift.

7.4 Workload and Additional Duties

Volunteers may leave before 12:30 p.m. if their assigned responsibilities are completed. Additional tasks—such as special projects or animal enrichment—are routinely available, and volunteers are encouraged to request further assignments when they have extra time.

As volunteers become integral to SAINTS operations, they may take on expanded roles and responsibilities or remain at a level aligned with their preferences.

8.0 RELATIONSHIP BETWEEN VOLUNTEERS AND SAINTS

Volunteers are an integral part of implementing the programs of SAINTS. Each volunteer contributes a valuable and complementary role to SAINTS.

8.1 Lines of Communication

Volunteers need to have a complete understanding of their work assignments to ensure success. Volunteers will have access to all appropriate information required. To keep the lines of communication open, volunteers are expected to read SAINTS' volunteer newsletters and emails.

8.2 Concerns, Complaints and Suggestions

Volunteers are encouraged to discuss any concerns related to their volunteer assignment with the SAINTS staff member or volunteer lead in charge of their area. Secondarily, they may take their concerns, complaints or suggestions to SAINTS management. Written documentation is requested (email is acceptable) for any serious concerns or safety matters.

8.3 Unable to Continue Volunteering at SAINTS

Volunteers are under no contractual obligation to continue their service at SAINTS. It is requested that volunteers who are unable to continue their service provide 2 weeks' notice and reason to SAINTS staff or volunteer lead in charge of their area.

8.4 Reasons for Requesting the Volunteer to Take a Break from SAINTS

1. Cruelty to animals
2. Failure to be respectful to other volunteers
3. Failure to follow SAINTS' policies or procedures
4. Harassment of any kind
5. Volunteering under the influence of drugs and/or alcohol
6. Utilizing SAINTS property for any illegal or unauthorized purposes

9.0 VOLUNTEER MANAGEMENT PROCEDURES

9.1 Record Maintenance

Each volunteer at SAINTS will have an individual record on file using a sign-in sheet that shall include dates of service, duties performed at SAINTS and track their volunteer hours. Original volunteer applications for active volunteers will be kept on file. This information is tracked for safety and grant reporting.

9.2 Non-Harassment and Anti-Violence Policy

SAINTS is committed to providing a work environment free of unlawful harassment. It is the policy of SAINTS that hostility, threats, intimidation, assaults and/or violence will not be tolerated. SAINTS policy also prohibits sexual harassment, and harassment based on race, religious creed, colour, national origin or ancestry, physical or mental disability, medical condition, marital status, gender, sexual orientation, age, or any other basis protected by Federal, Provincial or Municipal law. SAINTS' anti-harassment and anti-violent policy

applies to all persons involved in the operation of SAINTS and prohibits unlawful harassment by any volunteer of SAINTS including any person doing business with or for SAINTS.

To insure a safe, productive work environment at SAINTS grounds, it is necessary that this policy be strictly enforced. If a volunteer is aware of any type of harassment, hostility, threat, intimidation, assault or violence to or by a volunteer of SAINTS, they are asked to contact a staff member immediately. Because SAINTS desires to stop harassment or violent behaviour before it occurs, it is important to know some of the early warning signals.

The following are a few possible indications of potential violence in the work environment. Volunteers are asked to please notify a staff member if they are concerned that workplace violence may occur. SAINTS needs each volunteers' assistance in reporting violations of this policy, and in maintaining a safe and productive work environment.

1. Intimidating others or instilling fear in co-volunteers
2. Verbal threats of harm (e.g. predicting that bad things are going to happen to a co-volunteer
3. Menacing gestures or flashing concealed weapons
4. Obsessive behaviour in the form of holding a grudge against a co-volunteer, or in some cases, a fascination with an unrequited romantic interest

Harassment includes, but is not limited to, the following behaviour:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments
2. Visual conduct such as derogatory and/or sexually oriented posters, calendars, photography, cartoons, drawings or gestures
3. Physical conduct such as assault, unwanted touching blocking normal movement or interfering with work because of gender, race or any other protected basis
4. Threats and demands to submit to sexual requests as a condition of continued program participation, or to avoid some other loss, and offers of benefits in return for sexual favours
5. Retaliation for having reported or threatened to report harassment or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination

All threats of violence or harassment will be taken seriously. If any volunteer believes that they have been unlawfully harassed, that person should submit a complaint to SAINTS as soon as possible after the incident.

The complaint should include details of the incident or incidents, names of the individuals involved and the names of any witnesses. SAINTS will investigate all violence and harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If SAINTS determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved, including action to prevent any further harassment. This may include counseling for the alleged perpetrator, discipline, and/or discharge of the perpetrator, additional security measures, or other appropriate action und the circumstances and as provided by law.

9.3 Conflicts of Interest

SAINTS' volunteer applicants who have conflicts of interest with the mission, vision and code of ethics of SAINTS or develop a conflict of interest during their volunteer service and promote or use that conflict to the detriment of any of SAINTS' operations, may be asked to take a break in providing service with SAINTS. Volunteers who undermine the mission of SAINTS or work to the detriment of SAINTS' policies and procedures, operations or programs may be asked to take a temporary break from SAINTS or asked to discontinue their service entirely in the event an amicable resolution cannot be met.

9.4 Representation of SAINTS

Prior to taking any action or making any statement that might affect or create an obligation for SAINTS or disseminating information obtained from SAINTS that is not otherwise available to the public, volunteers must obtain written clearance from SAINTS. All media interactions and all fundraising activities must be approved in advance by SAINTS. Such actions and statements may include but are not limited to:

1. Posting information as described above that is obtained from SAINTS or personal information concerning or identifying SAINTS volunteers, or false information about SAINTS on any internet site such as Facebook, X, craig list, Instagram, etc.
2. Discussing or posting about any of the animals in SAINTS' care without consent from SAINTS
3. Public statement or statements to the press while appearing to represent SAINTS
4. Attempting to create a coalition on behalf of SAINTS with other organizations without prior permission from SAINTS
5. Lobbying individuals, groups, organization or government bodies or representatives (i.e. rescues, veterinarians, behaviourists, trainers, etc.) on behalf of SAINTS
6. Making agreements involving any contractual or financial obligations on behalf of SAINTS
7. Using SAINTS' logo, name or image of any animal SAINTS' care for on any promotional or informational materials
8. Using the SAINTS name to organize meetings, gatherings or social events without prior notification to SAINTS
9. Fundraising using SAINTS' name or animals
10. Publication or use of any confidential information as described in the "confidentiality" section below without written consent from SAINTS

9.5 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they are exposed to while serving as volunteers for SAINTS whether this information involves a single volunteer, client, animal, other person or overall SAINTS organization. Failure to maintain confidentiality may result in asking the volunteer to discontinue their service. All volunteers will be required to sign a Confidentiality Agreement before volunteering at SAINTS. Confidential information includes, but is not limited to, animal and client information from our computer system, whether gained through the course of volunteer service or from

other internal sources, as well as photographs taken by the staff, all records, files, forms, applications, and mail lists. It also covers passwords, security codes, correspondence, messages, or any other entities belonging to SAINTS and/or bearing SAINTS' logo and/or name. Such information is the sole property of SAINTS and may not be disseminated, used, published or sold without the written consent of SAINTS.

10.0 VOLUNTEER CONDUCT AND WORPLACE POLICIES

10.1 Dress Code

Dress codes vary by volunteer activity and season and must be followed for the safety of the residents and the volunteer.

1. Clean long pants, jeans, thick leggings and jogging pants are acceptable attire but no shorts or skirts. For off-site events, please dress according to the nature of the event.
2. Please dress warmly during winter months. Cover-all or snow pants, gloves, warm boots and hats are highly recommended for the colder seasons. It is very cold in some of the working areas, and, at times, it may be slippery or snowy on the grounds
3. Only low heeled, closed toe shoes may be worn with non-slippery soles
4. Attire must not have any offensive language or graphics
5. When working directly with the residents, no purses or any type of shoulder bag should be worn, only hands-free bags, such as fanny packs or treat bags that are attached to the person.
6. Jewelry must be kept to a minimum. Dangling earrings or necklaces may not be worn for the safety of the residents
7. Summer hats may be worn while outside but not working in the stall areas indoors. There may be exceptions to wearing hats inside with pet animals depending on who resides in the area at the time.

10.2 Drug and Alcohol Policy

SAINTS has a zero-tolerance policy for drug and alcohol use on SAINTS property. SAINTS has a significant interest in promoting a safe and productive atmosphere for all volunteers. The use of or being under the influence of illegal drugs and marijuana on SAINTS property or while conducting SAINTS' business is inconsistent with SAINTS' policy and is prohibited. Consumption of alcoholic beverages while on SAINTS' premise is likewise prohibited unless authorized by SAINTS solely at corporate function/events. However, under no circumstances is intoxication allowed while on SAINTS premises, while volunteering at an educational or fundraising event or while conducting business on behalf of SAINTS.

10.3 Cell Phone and Other Electronic Devices

The use of cell phones and other electronic devices is strictly forbidden when directly interacting with any residents. This is for the safety of the resident and the volunteer interacting with the resident. Volunteers may use these devices only when not interacting with residents.

10.4 Smoking

SAINTS complies with Provincial laws and Work Safe BC recommendations concerning smoking and is a smoke-free workplace. Smoking is prohibited anywhere within SAINTS' property and within 6 metres (20 feet) from SAINTS' property and vehicles.

10.5 Absenteeism

Our residents are counting on volunteer help. Volunteers must make every effort to show up and be on time for their committed volunteer hours. We recognize that there may be times when a volunteer's absence or tardiness cannot be avoided. In such cases, it is the volunteer's responsibility to email or telephone SAINTS' staff or volunteer lead prior to any absence or tardiness or as soon as possible directly after.

If a volunteer has not arrived within 30 minutes of their scheduled start time and has not provided prior notice, SAINTS staff will attempt to contact the volunteer using the phone number on file. If the volunteer cannot be reached, staff will contact the listed emergency contact.

If a volunteer knows they are going to be absent for an extended period of time, they should contact SAINTS staff or volunteer lead in advance so other arrangements can be made to cover their volunteer hours.

10.6 Language

Volunteers are requested to not use inappropriate or insolent language to any other volunteer or staff member of SAINTS or to any person conducting business with SAINTS including members of the public.

10.7 Activity Records

Individual volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. All regular volunteers must have releases signed in advance

10.8 Friends and Relatives

Volunteers are not permitted to bring friends and relatives with them while caring out their duties as a volunteer. Nor can they have friends and relatives come after their volunteer hours without express permission from SAINTS.

10.9 Accident or Injury

Any injury to a volunteer or to a resident, including but not limited to animal bites, falls or slips should be reported immediately to your direct supervisor (staff member or volunteer lead). In all of these instances, an Incident Report will need to be completed immediately and submitted. This report can be handed directly to SAINTS or be delivered by email. If a volunteer is injured at an event, they should contact SAINTS staff or volunteer lead immediately. It is essential that all incidences of animal bites be reported immediately to SAINTS' management. At this time, SAINTS holds a general liability insurance.

11.0 HEALTH AND SAFETY RULES FOR VOLUNTEERS

11.1 General Protocols and Practises

SAINTS is committed to providing a safe workplace for all its volunteers. While SAINTS does its best to ensure safety at work, volunteers must do their part as well. Volunteers protect themselves and others by following simple, consistent safety practices such as staying alert to hazards, using proper protective equipment, and following established procedures during any task that carries risk. They communicate clearly, report concerns early and avoid taking shortcuts that could compromise safety. By keeping work areas tidy, respecting boundaries around hazardous materials or equipment, and supporting one another in following protocols, they help create an environment where everyone can work confidently and responsibly, even when health or safety risks are present.

Before beginning a first shift volunteers, will be given a site orientation in which safety protocols will be relayed. Being familiar with the following tools will help volunteers keep healthy and safe:

1. Know the telephone numbers of staff supervisor and/or volunteer lead in your area
2. Know emergency response procedures in case of an emergency
3. Know the location of onsite emergency response equipment
4. Only volunteer in the areas you have been trained in and authorized to preform
5. Report any unsafe conditions observed that could cause harm to you, other humans or SAINTS residents
6. Report any unsafe actions you have observed by another human while on SAINTS property
7. The First Aid Attendant is identified on the volunteer schedule
8. Report any injury to yourself, a SAINTS resident or another human on SAINTS property
9. Ensure doors and gates are securely closed when entering and exiting any area
10. Clean hands frequently in between all chores, before eating and when finishing your shift
11. Stay at home when ill
12. It is advised that pregnant volunteers consult with their physician before volunteering to ensure that SAINTS is a save environment for them
13. If you have or develop a compromised immune system, please inform the volunteer coordinator
14. Be aware that zoonotic disease can be present at SAINTS.

11.2 Zoonotic Diseases

It is important to keep in mind that working around animals may expose volunteers to zoonotic diseases. Zoonotic diseases are caused by harmful germs like viruses, bacterial, parasites, and fungi. These germs can cause many different types of illnesses in people and animals, ranging from mild to serious illness. Animals can sometimes appear healthy even when they are carrying germs that can make people sick, depending on the zoonotic disease. Certain groups are more susceptible to zoonotic diseases:

1. Children younger than 5
2. Adults older than 65
3. People with weakened immune systems
4. Pregnant women

Specific zoonotic disease hazards and exposures have been identified for staff and volunteers.

11.3 Tetanus Shots

All volunteers who will be working directly with the animals are encouraged to have their tetanus vaccinations kept up to date.

12.0 SAINTS RESIDENTS

Our mix of residents at the shelter: dogs, cats, rabbits, budgies, doves, pigeons, guinea pigs sheep, horses, chickens, roosters, pot belly pigs, farm pigs, cows, goats and llamas.

Animals generally arrive here for one of five main reasons:

1. Shelters or pounds may have deemed them unadoptable because of their age or medical conditions.
2. Veterinary clinics may direct them here when owners ask to euthanize their pet and the vet clinic feels that viable medical options are available for quality of life.
3. Private citizens may not be able to cope with the needs of an ageing animal or may not be permitted to take their elderly pets with them into senior housing.
4. Older people may pass away, leaving behind an elderly or special needs animal.
5. Police and shelters may seize a neglected or abused animal who has no other placement option.

In some cases, animals brought to SAINTS may be placed in a permanent home or supportive foster home. Placement depends on the animal's existing health conditions and level of care required. More often, SAINTS becomes their final home.

13.0 SAINTS APPROACH TO HEALTH CARE

SAINTS strives do things that municipal and humane society animal shelters are unable to do. SAINTS is able to provide innovative approaches to health management, care, housing, and living. The result is often a turnaround in emotional health and well-being, and a longer than expected remaining life.

13.1 Individual Health Management

SAINTS consistently provides residents with high-quality, compassionate care. Our veterinarians and their staff have worked with SAINTS for many years and understand age-related diseases. Their accurate diagnoses support informed, individualized care plans and treatment protocols that can quickly and sustainably improve each animal's quality of life.

The emphasis at SAINTS is always on quality of care and quality of life. Through specialized diets and medications, each animal's health is managed in the least invasive way possible.

13.2 24/7 Care

Day or night, weekday, weekend, or holiday, there is always someone at the sanctuary. During the day, staff and volunteers help to make SAINTS the unique environment it is by providing one-on-one care and attention that the animals both need and look forward to. And having a staff member on site at night provides a comforting presence, someone to administer evening medications, and the ability to respond to any needs that arise.

The frequent touch, gentle interaction, and caring attention that is given to each special resident informs SAINTS staff of any changes in eating and sleeping habits, physical movement, and behaviors which gives us timely insight into improvement or decline in health and well-being.

13.3 Kennel-free Housing

SAINTS does not use kennels and never will. If SAINTS cannot offer the illusion of a home to SAINTS residents, then SAINTS has nothing of value to offer them. SAINTS offers lots of sofas, soft cushions, low beds, blankets, compatible roommates, views to what's going on in the kitchen and outside, and outdoor time in the yard and fields with everyone that they get along with. Preventing senior and special needs animals from spending their days languishing in a kennel is a vital and compassionate service found nowhere else in British Columbia.

13.4 Potential to Self-Actualize

In their brief time at the sanctuary, SAINTS can help the residence regain a sense of self-worth. They soon learn that the sanctuary, which includes its fields, yard, house, multipurpose building, and barn, is their space where they can wander, rest, and play without fear. It's a place where they can rediscover themselves and will be love unconditionally.

SAINTS has seen painfully shy, broken, and used up animals come through the door. Over time, many lose their hesitations around others, develop confidence and curiosity, become joyful, and find their own power and value. They find their true selves. It is very rewarding to witness the transformation and know that SAINTS staff and volunteers helped create an environment for it to happen.

13.5 A Gentle Passing

The Saints do not die in lonely backyards, or cold cement kennels, or shelter back rooms, or afraid in sterile vet clinics with strangers around them. They die in the arms of known humans with a gentle goodbye. Their last memory is that they are safe and loved. This is what is remembered each time we bear witness to their passing. Their death is our loss, and it wounds our hearts, but it is a wound willingly accepted because we were able to give them a life where they felt cherished

14.0 SAINTS PROGRAMS

When animals first arrive to SAINTS, they are given a thorough medical examination. This is where health conditions, often previously unidentified, are uncovered. Needed medications are prescribed, and treatment begins.

14.1 Palliative Care

Whether it's end-stage cancer or end-stage cardiac, kidney, or liver disease, care for end-of-life illness is geared towards symptom control and maintaining comfort and enjoyment of life. We let SAINTS residence enjoy as many favorite meals (pasta dishes are popular!), runs in the field, and picnics in the back yard as we possibly can. This is why SAINTS is not a sad place. It is full of chaos, fun, and adventure. It is about letting the SAINTS residence live as much as they want to, in any way that they decide.

SAINTS is committed to providing comfort, security, and stability during the final years, months, or days left to their residence. When the SAINTS residents reach the end of their natural lives and SAINTS is no longer able to keep them comfortable and happy, they are helped to gently pass from this world. They are never forgotten.

14.2 Long Term Special Needs

When significant, long-term health conditions like diabetes, blindness, paralysis, limb problems, hip dysplasia, or neurological damage are diagnosed, individual medical treatments, care protocols, and housing needs are put into action.

14.3 Short-term Special Care

Most animals come to SAINTS with several treatable ailments, including infections, broken bones, thyroid problems, skin problems, dental problems, hoof problems, digestive problems, weaknesses from poor nutrition, and emaciation. In addition to longer-term special needs or terminal illnesses. SAINTS immediately addresses issues that can be fixed while providing comfort and treatment for larger health issues.

14.4 Permanent Foster Care

Some SAINTS residents become available for fostering once their health conditions become manageable. It takes a very special person or family to take a SAINT'S animal into their hearts and homes. It is not always easy, but the things well worth doing are never easy. SAINTS takes great care to find a home that not only understands their needs but can meet them and provide the love and security only a committed family can.

When possible, SAINTS provides special training and ongoing support to foster families. SAINTS covers all large medical expenses and, when needed, special diets. SAINTS does not cover grooming, daily food, or incidental medical issues. Medical appointments that are paid by SAINTS are coordinated through SAINTS.

15.0 CONTACT EMAIL: volunteer@saintsrescue.ca

APPENDICES

APPENDIX A: VOLUNTEER AGREEMENT

By signing this form, I acknowledge that I have received, read, and understand the SAINTS Volunteer Handbook, including the dog walking policy. I agree to comply with all policies and procedures outlined. I understand that any changes to these protocols must be approved by management, and I will adhere to any updated policies. SAINTS reserves the right to modify any part of this manual at any time, and I am expected to follow any revised policies. I recognize that these policies are designed to ensure the safety and protection of volunteers, animals, staff, and others. I will follow these procedures and promptly notify a staff member of any conditions that may pose a risk to people or animals.

I understand that my volunteer service is at the sole discretion of SAINTS, which may, at any time, for any reason, terminate my participation. Similarly, I understand that I may end my volunteer relationship with SAINTS at any time for any reason and agree to communicate this decision to the manager or volunteer coordinator as soon as possible.

I, being 19 years of age or older, acknowledge that I am fully responsible for my actions and their consequences. I will not hold SAINTS, or its volunteers, staff, board members, or directors, liable for any injury to myself while volunteering at SAINTS.

Please print full Name: _____

Email: _____

Phone number: _____

Date: Day/ written Month ex July / Year: _____/_____/_____

Signature: _____

Or

Parental/Guardian Consent (if applicable) as the legal parent/guardian of the minor listed below, grant permission for the person to attend and work as a volunteer at SAINTS. I understand that I am responsible for their actions and any consequences thereof. I will not hold SAINTS, or its volunteers, staff, board members, or directors, liable for any injury to the minor while volunteering at SAINTS.

Please print full Name: _____

Please Print full Name of Minor: _____

Age of Minor: _____

Email: _____

Phone number: _____

Date: Day/ written Month ex July / Year: _____/_____/_____

Signature: _____

Emergency contact Details

Name: _____

Relationship to you: _____

Phone number: _____

Our Policy
SAINTS is committed to providing equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this form and for your interest in volunteering with us. Only successful candidates will be contacted for volunteering opportunities.

APPENDIX B: RULES FOR WALKING DOGS OFF-SITE

Equipment for walking dogs

1. Flat Collar**:** Use if the dog is social with people and other dogs, not fearful of new objects, and does not chase moving objects. Ensure the collar fits comfortably and securely, allowing two fingers to fit between the collar and the dog's neck.
2. Martingale Collar**:** Use for dogs with mild to moderate fear or anxiety around people, other dogs, or novel objects, as long as they do not pull on the leash. The fit should allow two fingers between the collar and the dog's neck.
3. Harness with Front Clip**:** Use for dogs that pull heavily on the leash. Avoid harnesses with only a back clip for medium to large dogs. For small dogs (under 30 lbs), a back clip harness is acceptable. Ensure the harness fits securely with no sagging across the chest or under the belly.
4. Combination Harness and Martingale Collar**:** For dogs with high anxiety and/or fear issues around new places, people, and dogs, use a harness with a front clip and attach the leash to both the harness and the martingale collar.
5. Use a leash that is at least 6 feet long. This allows the dog to move freely and sniff/investigate their environment.
6. The type of equipment the dog is assigned is dependent on the dog's needs.

Rules to Follow

1. Designated Dogs*:* A SAINTS' supervisor will provide a list of dogs that benefit from off-site walks. Only take these designated dogs for walks.
2. Temperature Considerations*:* If the temperature is over 21°C (70°F) or under 32°F (0°C), consider the dog's age, medical conditions, and fur type before deciding to take them off-site.
3. Walk Duration**:** Healthy dogs can enjoy an hour-long walk. Dogs with age or medical conditions may need shorter walks (20-30 minutes), and very senior dogs may only handle less than 20 minutes.
4. Avoid Encounters: If you see someone approaching, cross to the other side of the street, maintaining roughly 20 feet between your dog and others. If you cannot cross, turn and go in another direction.
5. No Approaches: Do not let anyone approach you or the dog you are walking. This prevents unpredictable behavior from people or the dog.
6. Treats: If the dog has no allergies, bring treats to keep the dog focused and reward good behavior.
7. Let the Dog Lead: Allow the dog to choose the direction and path and engage in normal dog activities like sniffing.
8. No Heeling: Do not make the dog heel. Let the dog forge ahead, lag behind, or walk alongside you.
9. Leash Rules: Do not let the dog off-leash or take them to an off-leash dog park.
10. Cool Down: Upon returning, let the dog off leash in an enclosed play area (behind the house) so the dog has time to decompress. This is not time for play but time to relax before going into the house
11. Remove Harness: Remove the harness when the dog is back in their designated living area.
12. Report Changes: Inform staff of any changes in the dog's behavior or responses during the walk.
13. Health Concerns: Report if the dog has diarrhea, urinates excessively, or has an unusually long urination (over 30 seconds).

14. Walking with Other Dogs: Only walk dogs with other SAINTS dogs as advised by SAINTS staff.