



Volunteer Handbook

Adoption & Education Center

200 Tahoe Avenue
Roseville, CA 95678
(916) 782-7722
customercare@placerspca.org

Intake Center

150 Corporation Yard Road
Roseville, CA 95678
(916) 782-7722
customercare@placerspca.org

Pet Adoption & Resource Center

1482 Grass Valley Highway
Auburn, CA 95603
(530) 832-7722
auburn@placerspca.org

Thrift Store

931 Washington Boulevard #107
Roseville, CA 95678
(916) 782-2434
pspcathrift@placerspca.org



Tami Schmitz, Director of Programs & Volunteers
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Welcome to the Placer SPCA

The Placer SPCA (PSPCA) is much more than just an animal shelter. It's a place where dedicated professionals and volunteers share their commitment, their passion, and their talent to help the animals and people of Placer County.

Your desire to help lost and abandoned animals is greatly appreciated! With the dedicated assistance of our volunteers, the Placer SPCA is able to maintain high quality care of the animals and continue its lifesaving work through innovative programs and services to the community. We have many fabulous opportunities in which people can participate, i.e., socializing cats; exercising, training & grooming our dogs; helping in the office; working on special projects or fundraisers; being an advocate for spay/neuter; humane education; or adoptions.

We accept volunteers 18 years of age and older and require a commitment of four hours of volunteer service per month. If at any point a volunteer reaches four months of inadequate volunteer time, that volunteer will become inactive.

Youth ages 13 through 17 may be accepted into our Junior Volunteer Program, which requires the complete participation of a parent/legal guardian. The adult must be responsible for the supervision of the junior in the orientation process, all training sessions, and volunteer service.

Mission, Vision & Values

Our Mission

The mission of the Placer Society for the Prevention of Cruelty to Animals (Placer SPCA) is to enhance the lives of companion animals and support the human-animal bond.

Our Vision

The vision of the Placer SPCA is to ensure: Every adoptable companion animal in Placer County has a home; every lost companion animal in Placer County is reunited with its owner; every dog and cat owner in Placer County has access to affordable spay and neuter services; and every companion animal is treated with kindness and respect.

Our Values

- **Adaptability:** We are flexible and responsive in meeting the ever-changing needs of the animals and people in our community.
- **Compassion for All:** We show kindness and understanding towards all people and animals.
- **Education & Awareness:** We engage with the community through educational programs and public information efforts to increase awareness and understanding.
- **Integrity:** We earn trust by always being honest and fair while treating all people and animals with dignity and respect.
- **Responsible Stewardship:** We are careful and responsible with the animals and resources entrusted to our care.
- **Safety – Animals, Staff and Community:** We ensure a safe workplace, and foster a safer community for people and animals.

When describing the Placer SPCA:

The Placer SPCA is a non-profit organization that operates independently from other animal organizations. We have no affiliation, nor do we receive donations from the ASPCA or HSUS. We are funded solely by donations, bequests and fees for services.

The Placer SPCA operates an Adoption & Education Center at 200 Tahoe Ave. in Roseville and an Intake Center at 150 Corporation Yard Rd. in Roseville. The Placer SPCA cares for up to 4,000 animals each year. There is also a Pet Resource & Adoption Center in Auburn, a cat adoption site at Pet Food Express at the Fountains, and our Thrift Store.

About the Placer SPCA

Founded in 1973, the Placer SPCA is a 501(c)(3) non-profit organization dedicated to providing services and programs for the pets and people of Placer County. Our programs and services are funded solely by donations, grants, bequests and fees for service. Volunteers are a critical component of the Placer SPCA. Each year, our volunteers donate thousands of hours, working in virtually every area of the organization's operations.

Today, the Placer SPCA continues to grow and provide many innovative programs to enhance animal well-being and improve adoptability, such as: kennel enrichment and socialization strategies, behavior modification counseling and training, foster care, and mobile adoption. We also work closely with the community to provide adoption counseling, spay/neuter assistance and education, pet lost and found, humane education, collaborative rescue efforts, and volunteer opportunities. For a complete list of programs and services, please visit www.placerspca.org.

Placer SPCA Programs & Services

Adoption Services

Since opening a facility in 1995, the Placer SPCA has found new loving homes for tens of thousands of homeless animals. Our center is open six days each week for adoptions. In addition, we bring animals to mobile adoption sites in the community at least four days per week.

Lost and Found Services

The Placer SPCA's pet lost and found program reunites as many as 50 lost animals per month with their owners. Placer SPCA offers low-cost microchipping services to aid in this effort.

Spay/Neuter Assistance

The Placer SPCA provides a number of low-cost spay and neuter programs, helping to prevent a countless number of homeless animals.

Youth & Adult Education

The Placer SPCA recognizes the important role humane education plays in teaching the youth in our community about compassion, responsible pet ownership, the importance of spay/neuter, dog bite prevention, and more. Our humane educator is available to speak at local schools and arrange tours of the center to local youth groups. The Placer SPCA also operates a summer youth camp program and monthly club meetings for children.

Vaccination & Microchip Clinics

The Placer SPCA hosts monthly low-cost rabies vaccination and microchipping clinics for dogs and cats. This affordable and convenient resource makes it easy for people throughout our community to provide their pets with preventative vaccinations, as well as the microchipping service that can be a lost pet's ticket home.

Our Service Area

Roseville, CA

The Placer SPCA is contracted as the holding facility for the City of Roseville's Animal Control Agency. As such, the Placer SPCA takes both stray and owner surrendered animals from Roseville. There is no fee for stray animals.

Placer County

The Placer SPCA takes only owned animals from Placer County. Any stray animals found in Placer County, but outside the City of Roseville, must go to the legal holding facility for that jurisdiction.

Other Counties or Areas

The Placer SPCA does not take animals from outside of Placer County unless as part of the Shelter Transfer Program, which is overseen by the Placer SPCA's Behavior & Training Department, in conjunction with the Animal Care Department. In addition, the Placer SPCA will consider limited admissions of owner surrendered animals from outside the area defined in our current policy, at the discretion of the Chief Executive Officer, with appropriate management staff assessment, and based on space availability. The Placer SPCA does not take stray animals from outside of Roseville.

Volunteer Locations & Hours

Adoption & Education Center

200 Tahoe Avenue
Roseville, CA 95678

Friday-Tuesday 7:45am – 4pm

Wednesday & Thursday 7:45am – 7pm

Holidays 7:45am – 10am & 3pm – 5pm*

**Holiday hours may vary*

Pet Adoption & Resource Center

150 Corporation Yard Road
Roseville, CA 95678

Daily 12pm – 4:30pm

Closed on major holidays

Pet Food Express

1009 Galleria Boulevard
Roseville, CA 95678

Tuesday & Thursday 5pm – 7pm

Wednesday 9:30am – 11:30am & 5pm – 7pm

Friday 4pm – 6pm

Saturday 9:30am – 12pm & 1pm – 3pm

Thrift Store

931 Washington Boulevard #107
Roseville, CA 95678

Monday-Saturday 9:30am – 4pm

Sunday 11am – 4:30pm

Closed on major holidays

Location hours of operation can be found at www.placerspca.org.

Goals of the Volunteer Program

- To provide a formal framework of policies, procedures and standards for the recruitment, training, evaluation and recognition of Placer SPCA volunteers.
- To provide orientation and training to volunteers to ensure that each person has adequate knowledge and skills to create a positive environment for our animals and volunteers alike.
- To provide volunteers a means to support the Placer SPCA and its animals in the way they feel most comfortable, through direct services (exercising dogs, socializing cats, etc.) or indirect services (fundraising, clerical work, thrift store, etc.).
- To increase community and individual awareness of animal welfare issues, such as overpopulation and responsible pet ownership, by forming and maintaining a large group of volunteers committed to the common goals of the Placer SPCA.

Objectives & Expectations of Our Volunteers

Volunteers must complete a minimum of four (4) hours per month of volunteer time in order to remain an active PSPCA volunteer. If a volunteer reaches four (4) months of inadequate time met, they will be made inactive and will be removed from our system. A volunteer may contact the Director of Programs & Volunteers to be reinstated within one (1) year of their last active volunteer date.* Otherwise, the volunteer will need to start over as a new volunteer and go through all required training again.

****Some re-training may be required upon reinstation.***

- To support Placer SPCA programs and services
- To help with the care and socialization of animals and assist with placing them in new appropriate homes
- To develop a knowledge of the humane and ethical treatment of animals
- To help create a positive attitude toward the necessity of spaying and neutering through education, service and public relations
- To abide by the policies and procedures of the Placer SPCA thereby presenting a positive image of the Placer SPCA to the public

What to Expect

- To be treated fairly with consideration and respect by employees of the Placer SPCA and to be given appreciation and encouragement of their volunteer work.
- To have the opportunity to share ideas, thoughts and suggestions openly and honestly with the Director of Programs & Volunteers for thorough assessment.
- To participate in orientations and on-the-job training to gain knowledge of Placer SPCA programs, services and the care and welfare of animals.

Volunteer Ethics & Rules of Conduct

- Show a genuine interest in the mission and vision of the Placer SPCA.
- Be present and on time for commitments. The animals and other volunteers rely on you to honor your scheduled shift times.
- Respect the confidentiality of information.
- Accept supervision and training and ask questions about that which you do not understand.
- Take pride in your work. Maintain a neat and clean appearance. Wear your volunteer name tag at all times. Your appearance and conduct reflect directly on the Placer SPCA.
- Working with animals is not always easy. Dealing with people and animals can cause strong emotional reactions. Regardless of what happens during the day, it is important that you do not express negative feelings and emotions to the public. What you do and say affects the public's view of the PSPCA, so be courteous and empathetic at all times.
- If an unresolved problem develops, bring it to the attention of the Director of Programs & Volunteers and/or the manager on duty.
- Demonstrate loyalty to the Placer SPCA programs, services and staff. Do not discuss or challenge Placer SPCA policies when customers are present.
- Don't go into restricted areas unless you have been asked to do so by a staff member. Restricted areas are: the intake kennel, intake cattery, sick room, euthanasia room, administrative offices.
- Do not advocate unavailable animals for adoption. Stray animals may not be shown to the public for adoption. If unclaimed by the owner the animal will undergo a health and behavior assessment before being moved to the adoption floor. Only authorized volunteers may work with animals in the intake area. Animals under protective custody or quarantine must not be handled by volunteers.

Dress Code

Volunteers are just as much a representative of Placer SPCA as our staff. Volunteers are required to wear their PSPCA volunteer t-shirt and name badge while on shift. Inappropriate clothing would include clothing that is revealing, tank or cropped tops, midriff shirts, clothing that contains inappropriate or suggestive language, etc. Safety is also a concern; therefore, closed-toe shoes with good traction are required when working with the animals. Please note that ear pods, headphones, hats and hoodies are not permitted while interacting with animals or in their habitats.

Lunches & Breaks

Take your breaks in the Volunteer Center or outside. Eating in the lobby area, the front desk or around animals is not permitted. You may use the microwave in the Volunteer Center. Please put your name on anything you leave in the Volunteer Center. Soda/water and snack vending machines are located inside the building.

Smoking

Smoking is not permitted in the Placer SPCA center, vehicles, gravel runs, agility arena, or when handling animals. Smoking is permitted in designated areas only.

Storage of Personal Items

You are advised to leave your purse, wallet and belongings in your car or at home since there is no other convenient (and secure) place at the center for you to store them. The Placer SPCA is not responsible for any lost or stolen items. Fanny packs are excellent for holding personal items during volunteer activities.

Telephone Calls

We ask that you do not receive personal telephone calls during your volunteer shift unless absolutely necessary. In an emergency, you may use the telephone to make a local call.

Confidentiality

The Placer SPCA will not, unless authorized by you, release your telephone number, address, or e-mail address to anyone. Your personal information will be treated as confidential information. However, you will be asked to document your name, phone number and e-mail address on some volunteer meeting or training class attendance sheets. Please advise the Director of Programs & Volunteers if you change your contact information.

Media Policy

Anytime you are contacted by the media as a Placer SPCA representative (radio, newspaper, television, etc.), or if you initiate contact with the media, you must do so only under the direction of the Chief Executive Officer. Refer all media inquiries to the CEO. You are also encouraged to bring any story ideas to the attention of the CEO.

Note: there are no discussions with the media that are considered "off the record". There are no exceptions to this policy.

Comments

The animals and the other volunteers rely on you to honor your volunteer shift commitments. In case of illness, tardiness, or vacation, please contact the Director of Programs & Volunteers; or the coordinator of the event you are scheduled to attend; as soon as possible, so that efforts can be made to find a substitute for your shift.

Restricted Activities

Stray animals or owner-surrendered animals in the Intake Kennel or Cattery may not be shown to the public or advocated for adoption. Stray animals on their mandatory holding period are not yet the property of the Placer SPCA. Those animals that are under protective custody or quarantine must not be handled by volunteers. Animals may not be advocated for adoption until they have completed a behavior assessment, physical examination including vaccinations and placed in the adoption areas.

Resignation

If you will not be able to continue your volunteer activities, please advise the Director of Programs & Volunteers. We encourage you to provide feedback about your reason for resigning.

Volunteer Guidelines

Suggestions to help make volunteering productive:

- Familiarize yourself with, and adhere to, the Placer SPCA policies.
- Familiarize yourself with the literature in the center so you can give appropriate information to the public if they have questions.
- Learn the jurisdictions of our center and others so you can correctly advise people as to where and how they should continue looking for their lost pet.
- Discuss behavioral observations of the animal with potential adopters.
- Educate the companion animal owner about providing a good home.
- Be empathetic to people and companion animals.
- Report any signs of illness in an animal to an animal care staff member.
- Wash your hands between handling each animal and use all required supplies to protect the animals against the spread of diseases.
- Clean up after yourself, whether in the office, grooming area, laundry room or habitats.
- Maintain and exhibit a neat and professional appearance.
- Remember that we want animals to have the best possible homes. It may not be in the best interest of an animal to "push" for its adoption by a person who is not ready or capable of giving the animal the care it deserves.
- Follow all Placer SPCA policies. Do not use your personal feelings as expertise when talking to the public.

- DON'T involve yourself with any business being handled by Placer SPCA staff unless requested to do so.
- DON'T involve yourself with an owner's request for euthanasia and don't openly question or criticize euthanasia decisions in front of the public.
- DON'T ask for special consideration in adopting an animal for yourself. Adoption policies apply to the public, staff, and the volunteers equally.
- DON'T remove any animals from the premises without the express permission from management.
- DON'T bring your companion animals to the center.
- DON'T bring friends, family or other non-volunteers to the center during your volunteer shift.
- DON'T feed the animals unless you have been specifically assigned to do so.
- DON'T attempt to break up a dog or cat fight. Report the incident to animal care staff immediately.

We hope that these volunteer guidelines will help make your experience a productive and positive one.

Conflict Resolution Process

If a volunteer believes that he or she has a work related concern or complaint, the volunteer should first bring the concern to the attention of the department supervisor or the Director of Programs & Volunteers, either in person or in writing. The department supervisor or Director of Programs & Volunteers will have five (5) working days to respond back to the volunteer for other than situations requiring immediate attention.

If the volunteer is dissatisfied with the response of the supervisor's or Director of Programs & Volunteers, he or she may contact the Chief Executive Officer and submit a written complaint in order to discuss their concerns. After receiving the complaint, the Chief Executive Officer has five (5) working days to respond back to the volunteer in writing as to how the complaint will be handled.

If the volunteer is dissatisfied with the management's decision regarding their problem, then the following procedure will be followed.

1. The volunteer must submit a complaint, in writing, to the Director of Programs & Volunteers, which will be forwarded to the Chief Executive Officer, and then to the Board President. The Board President will establish a hearing committee consisting of three (3) current Board members.
2. Any member of the chain of response (Department Supervisor, Director of Programs & Volunteers, Chief Executive Officer) may be present at any hearing resulting from a complaint.
3. The Hearing Committee, as part of their investigation of the complaint, may elect to meet in confidence with any parties to the complaint, with the full knowledge of all parties to the complaint.
4. At the time and place established by the Board President, the Hearing Committee shall meet with the volunteer and listen to his or her complaint. Within ten (10) days after such meeting, the Hearing Committee shall do one of the following:
 - a. **Dismiss the complaint.** In any such event, the volunteer will be advised of the dismissal and counseled as to any suggestions for improving the perceived problem.
 - b. **Resolve the complaint based on the decision of the committee Members.** The decision of the Committee will be final in all cases.
 - c. **Refer the matter to the Board of Directors.** In matters involving serious policy, ethical, or criminal matters, the complaint will be referred to the entire Board for consideration.

We appreciate your cooperation on the above policies. Our common goal is helping animals!

Placer SPCA Volunteer Facebook Protocol

The purpose of the Facebook (fb) groups is to allow volunteers and appropriate staff members to stay connected with one another, to ask questions, share updates, and other information. Examples of these are educational materials, sharing of videos, photos, and sharing other information such as day to day activities, call backs, happy tails, and volunteer scheduling and needs. Topics will include those that are fun and happy as well as topics with a more serious tone including approved euthanasia information in accordance with the volunteer euthanasia communication protocol.

Animals that may be discussed on blogs:

- Cats that are available for adoption regardless of location
- Dogs that are housed and available for adoption at Tahoe
- Critters that are available for adoption regardless of location
- Animals that have been adopted
- **Foster Blog only:** Any animal that is currently in foster
- **Admin Updates:** Admin will post in accordance with the Euthanasia Communication Protocol
- **BIP Blog only:** Dogs and cats that are currently on a BIP and have a team assigned to work with them

Basic rules that apply to everyone:

- The Dog, Cat and Critter Blogs are for active Placer SPCA volunteers and identified staff members only. The Admin Updates is for active animal volunteers and staff. The Foster and BIP Blog are for current members of those specific groups.
- All requests to join will be reviewed and considered for approval by the Director of Programs & Volunteers.
- The Placer SPCA administration may choose to share any post on the official Placer SPCA fb page.
- The Placer SPCA administration reserves the right to remove inappropriate or confidential posts.
- The Placer SPCA administration will respond within three days to any questions that may be posted to fb blog.
- Messages that are intended for a specific individual should be sent via email or private message, these are not to be posted in the feed.
- Noncompliance with the rules will be grounds for removal from any of the fb groups.

Volunteers

- All volunteers will be reviewed and approved for participation by the Director of Programs & Volunteers. No other administrator should approve any individual to join the fb groups.
- Volunteers are encouraged to share photos, videos and stories of their experiences with Placer SPCA animals that are identified above only. ***Please see Adoption/Supporter Photo Policy below.***
- Volunteers may also post questions as they relate to process or animals that are available for adoption updates.
- Volunteers are encouraged to share other information as it relates to day to day activities, volunteer scheduling and volunteer needs.
- If volunteers have an urgent question or need they are encouraged to contact the appropriate staff member either in person, by phone, or work email address rather than posting on fb.
 - Volunteer Questions/Comments:** Tami Schmitz, volunteer@placerspca.org, (916) 872-6174
 - HH and OA (behavior and/or medical concerns):** Mike Oliverson, mikeo@placerspca.org (916) 872-6168 or April Stevenson, aprilo@placerspca.org, (916) 872-6168
 - BIP:** Meghan Oliver, meghano@placerspca.org, (916) 872-6169
 - Corp. Yard:** Kate McGinley, katem@placerspca.org, (916) 872-6167
- Volunteers should continue to utilize the behavior and medical binders for any issues they observe with the animals. These are reviewed daily by an operations manager, as well as bi-weekly by the behavior supervisor.

Adoption/Supporter Photo Policy

- All adopters/supporters must give consent verbally and sign a photo waiver before having any photo(s) taken.
- Staff or volunteers will hand-out the photo waiver to adopters/supporters to sign.
- All adopter photos (on PSPCA property) must be taken with the assigned camera at the front desk.
- Adopters/supporters must be at least 18 in order to sign photo waiver.
- Any persons under 18 must have their legal guardian sign the photo waiver. If no legal guardian is present, encourage supporter to take a photo with their own cell phone/camera. Staff may send the photo waiver home and ask once signed that the legal guardian email the photo with signed waiver to marketing@

placerspca.org, PSPCA may use photo(s) on social media and etc.

- Any adoption/supporter photos that occur off PSPCA property encourage the adopter/supporter to take a photo with their own cell phone/camera. Staff/volunteers may send the photo waiver home and ask once signed that adopter/supporter email the photo with signed waiver to marketing@placerspca.org, PSPCA may use photo(s) on social media and etc.
- Volunteers are not permitted to take personal photos of any person(s) at PSPCA events on-site or off.
- Volunteers are not permitted to photograph/film customers with their personal devices at PSPCA events on-site or off.
- Volunteers are permitted to use the assigned camera at the front desk to photograph/film adopters with their adoptees.
- Volunteers are permitted with permission to use their own devices for photographing/filming PSPCA animals, volunteers and staff on or off-site with the intent of transferring these images/footage over for PSPCA use.
- Photos may be used to promote or publicize PSPCA services, programs and events, without compensation or notification. This may include media coverage, including, but not limited to, television, and newspaper.

Injuries

If you are injured while volunteering for the Placer SPCA, report the injury immediately to the Manager on duty who will ask you to complete an Injury Report. First Aid Kits for the treatment of minor cuts or scratches will be located in the room in which you are working. Volunteers are encouraged to consult a physician, at their own expense, to decide if further medical treatment is needed and whether or not to be vaccinated against tetanus.

It is especially important to report all animal-related injuries immediately. In addition to an injury report, a bite report may have to be filed, and appropriate quarantine procedures followed. This also applies to cats and wildlife bites or scratches that break the skin. In accordance with State Law and for your safety, the animal responsible for the injury will be quarantined and monitored for any signs of rabies. Failure to report an animal-related injury is grounds for termination.

Emergency Evacuation Procedures

In the event of an emergency requiring evacuation of the premises, volunteers should evacuate the building immediately. The center "Manager on Duty" is responsible for telephoning 911, ensuring all people are evacuated from the premises, and leading any animal evacuation if needed or possible. The Fire Department or other trained professionals will assume responsibility for rescue and medical aid duties, if necessary.

Termination

Occasionally, a situation or circumstances may arise that requires the dismissal or termination of a volunteer from his/her position. Dependent upon the circumstances of each case, the process is generally, but not limited to, the following:

1. The Director of Programs & Volunteers will address the issue with the volunteer.
2. Again, contingent upon the circumstances, a letter will be issued by the Director of Programs & Volunteers specifying terms of probationary requirements.
3. If all attempts to correct the recurrent problem fail, and after discussion with the CEO, a letter of dismissal will be issued by the Director of Programs & Volunteers.

Reasons for dismissal may include, but are not limited to:

- Inhumane treatment of animals
- Failing to adhere to Placer SPCA policies and procedures
- Insubordination
- Intoxication or using intoxicating beverages on duty

- Possession or use of drugs/narcotics on duty
- Any defacing of Placer SPCA property
- Falsifying or defacing records or documents
- Failing to follow the chain of command
- Disclosing confidential information
- Theft of Placer SPCA property or animals
- Failure to maintain harmonious relations with staff/volunteers
- Providing false information about the Placer SPCA or any employee to a member of the public or to the media
- Seeking or accepting personal gifts, gratuities, bribes or rewards
- Negligence or willful misconduct causing personal injury, harm to an animal, or property damage

In summary, it is our hope that your volunteer efforts will be enjoyable and rewarding for you, the animals, and the volunteers and staff you work with. Please discuss any concerns you may have with the Director of Programs & Volunteers. It is important that we resolve problems that arise so that we can work together effectively as a team.

Medical Consideration for Resident Animals

Many volunteers have companion animals in their homes. Please do not bring your own animals to the center or leave them in your parked car while volunteering unless your pet is participating in a Placer SPCA program approved by a Manager.

Additionally, although it is unlikely that you could transmit a virus to your resident animal, we recommend that you consult your veterinarian for recommended vaccinations, which may be as follows:

Dogs:

- **DHPP:** Distemper, Hepatitis, Para Influenza, Parvovirus
- **BORDETELLA:** Kennel Cough
- **RABIES:** Rabies

Cats:

- **FELV:** Feline Leukemia Virus
- **FRCP:** Feline Rhinotracheitis Calicivirus/Feline Panleukopenia
- **RABIES:** Rabies

Animal Diseases

Canine Distemper

Similar to the human measles virus, this is the most commonly known infectious disease of the nervous system in dogs. This highly contagious, often fatal virus is excreted in the saliva, respiratory secretions, urine, and feces and is transmitted through the air (sneezing and coughing) and by contaminated objects (in the same way a cold virus spreads in people). Symptoms: loss of appetite, yellowish diarrhea, difficulty breathing, seizures, behavior changes, weakness, thick discharge from the eyes and nose, sometimes thickened cracked footpads.

Canine Parvovirus

A highly contagious and often fatal virus. Can affect dogs of any age, however, puppies are the most susceptible. The virus is shed in the feces of infected dogs, and the disease is spread by direct contact with the infected material. Dogs are usually infected when they swallow the virus after licking contaminated material. Direct dog-to-dog contact isn't necessary to spread the disease. The virus can be picked up simply by walking through a yard contaminated with infected feces or by contact with kennels or other objects that have been contaminated by an infected animal. Your pet could be exposed to the virus from your shoes after you've walked through an infected area. The virus is resistant to most common disinfectants and household detergents, but thorough cleaning with household bleach will

kill the virus on non organic surfaces; a dilution of one part bleach to thirty parts water is recommended. Following exposure, symptoms usually occur within five to eleven days. Some puppies suffer sudden death, or succumb to retching, convulsions, or foaming at the mouth; more typically, puppies and adults suffer anorexia, bloody diarrhea, and vomiting with fever.

Kennel Cough

Canine Infectious Tracheobronchitis, generically referred to as Kennel Cough, is a highly contagious and common condition affecting dogs. This disease causes an inflammation of the dog's larynx, trachea, and bronchi (tubes leading to the lungs). All dogs are susceptible, but the disease is most common in dogs exposed to crowded conditions, such as kennels (hence, the name), shows, or other stressful conditions. The disease can be caused by any one or a combination of several different infectious agents. The most common culprits are bacteria called *Bordetella bronchiseptica*, the canine para-influenza virus, and the canine adenovirus-2. Infection is spread through the saliva and nasal secretions and may occur by direct nose-to-nose contact. However, coughing also transmits the agents through the air from one dog to another. Signs develop four to six days following exposure. Symptoms: Chronic, high pitched, honking cough prompted by excitement, drinking, or pressure against throat. Occasionally, eye or nasal discharge, slight fever, or loss of appetite.

Rabies

Rabies causes a devastating neurological disease that affects the brain, causing symptoms that are similar to meningitis. Once symptoms develop in animals, the disease is always fatal. Infection requires direct contact with an infected animal. The usual transmission is through a bite that introduces infected saliva into the wound. There, the virus proliferates until it reaches the nerves, which carry the infection to the spinal cord. Ultimately, the virus reaches the brain, whereupon symptoms develop. Animals are thought to be infectious only shortly before and during the time they show symptoms. Therefore, a biting animal capable of transmitting disease at the time of the bite will typically develop signs within a 10-day period. For that reason, 10 days is the recommended period of quarantine. Symptoms: Refusal to eat or drink, hiding, depression, drooling, throat paralysis, inability to swallow, vicious, violent behavior, excessive vocalizing, chewing or eating wood, rocks, or other inedible objects.

The rabies virus is sensitive to many household detergents and soaps. Should you or your pet suffer a bite, consult a doctor or veterinarian immediately. The post-exposure vaccine available for people is virtually 100 percent effective when administered in the right period of time.

Feline Leukemia

Feline Leukemia is spread from cat to cat in saliva, through bite wounds, by prolonged casual contact (mutual grooming and sharing of food and water dishes and litter boxes) and from infected mothers to their kittens. Most at risk of infection are cats that spend time outdoors and have contact with other cats that may already be infected.

Feline Calicivirus/Rhinotracheitis

All cats are susceptible to infection, but as with most other infectious diseases, youngsters tend to get the sickest. Sneezing, runny eyes and nose, fever, and loss of appetite are typical symptoms. Rarely an infected cat will come down with pneumonia, and some cats develop ulcers in the mouth or nose or even on the eye.

Feline Panleukopenia

Feline Panleukopenia is also known as Feline Distemper. It is a highly contagious and deadly viral disease. Although uncommon, Panleukopenia outbreaks still occur, especially where groups of cats and kittens are housed together. The disease is spread by direct contact with infected saliva, urine, vomit, or feces, or indirectly through contact with contaminated objects.

If you think that you or your animal has been exposed to a disease, please consult your doctor and/or veterinarian for appropriate treatment.

Zoonotic Diseases

What is a zoonotic disease?

A zoonotic disease is something that can be transmitted from animals to human beings. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and arthropods.

Types of zoonotic diseases include, but are not limited to:

- Campylobacteriosis

- Giardiasis
- Hookworm
- Roundworm
- Salmonellosis
- Toxoplasmosis
- Ringworm
- Scabies
- Bartonellosis (cat scratch fever)
- Bordetellosis
- Pasteurella
- Rabies
- Leptospirosis

What you can do to prevent zoonotic diseases:

1. Wash your hands thoroughly after handling any animal.
2. Prevent animal waste from building up in the environment.
3. Wear gloves when cleaning up feces.
4. Maintain a regular program of veterinary care for your animals, including parasite control.
5. Avoid being bitten or scratched and keep animals' nails short.
6. Don't feed undercooked or raw meat or let animals get into garbage, eat feces or drink from toilet bowls.

Special considerations for immunocompromised people:

Zoonotic diseases may be more severe for immunocompromised people. People at increased risk include people with AIDS, people on chemotherapy or being treated for immune mediated disease, people with organ or bone marrow transplants, the elderly, the very young and pregnant women. If you are, or suspect you are, immunocompromised, consult your physician before deciding to add an animal companion to your household.

Ringworm Fact Sheet

What Is Ringworm?

Ringworm is not actually a worm but is the common name for a superficial fungal infection that can affect the skin of both animals and people, similar to athlete's foot. Ringworm often appears as a circular, red, crusted lesion or rash, accompanied by hair loss, and often looks like many other skin conditions. It can be transferred from person to person, animal to person and even person to animal, primarily through physical contact. Ringworm can also be spread from object to person as towels, clothing, bedding and even contaminated combs or brushes can transmit the infection. Ringworm may be more common to long-haired or specific purebred cats.

Ringworm Diagnosis and Treatment

Ringworm is treatable. Although ringworm infections are often easy to see, some may need further diagnostics including ultraviolet lights and skin cultures. In people, ringworm is often treated at home with topical, over the counter medications, however, may require medication prescribed by a physician. In animals, treatment may require creams, shampoos, dips and/or oral anti fungal medications prescribed by your veterinarian. If you suspect you or your pet have ringworm, contact your doctor or veterinarian.

Ringworm Prevention

Fungi such as ringworm are constantly in our environment; children often become infected in school gymnasiums and play yards. Some animals may be carriers of ringworm without showing physical signs. The best preventions against ringworm are ensuring your pets health through regular vet visits, being observant for suspicious areas of hair loss, and reducing your cat's risk by keeping them indoors.

Animal Care Standards

The Placer SPCA believes that all of its policies and procedures are fundamental to providing proper animal care.

These include, but are not limited to:

- Provide all incoming animals with a basic health check to be performed by the Animal Care Staff
- Provide appropriate vaccinations upon intake
- Separate animals by species, sex, age and health status
- House animals in a way that minimizes stress and disease transmission
- Provide animals with proper food and water, protection from the elements, adequate ventilation and temperature control, exercise, human interaction, and necessary and reasonable veterinary care
- Screen prospective adopters using established standards
- Provide adoptive families with health exams for their new adopted pet
- Accept previously adopted animals when they are returned by an adopter for any reason
- Use humane methods when animals must be euthanized
- Prevent pet overpopulation spaying and neutering center animals before they are adopted

Adoptions

The Placer SPCA adopts approximately 2,300 animals each year. Volunteer Adoption Counselors, Animal Advocates, Center Guides, and Groomers play a big part in helping an animal find a new home. Volunteers may choose to work at the Roseville or Auburn Center, or with our Mobile Adoption Program that travels to many different locations and events in and around our community.

An animal is CONSIDERED for adoption when:

- The animal has been signed over by the owner for adoption and held for the legally required holding period.
- A stray animal has not been claimed by the owner after the legal holding period.

An animal is AVAILABLE for adoption when:

- The animal has successfully met our criteria for adoptable animals: completed a behavioral evaluation and physical examination, and received vaccinations.

Standards of Conduct

The Placer SPCA's commitment to integrity begins with complying with laws, rules and regulations where we do business. Each of us must have an understanding of the Placer SPCA 's policies, laws, rules and regulations that apply to our specific roles. If you are unsure of whether a contemplated action is permitted by law or Placer SPCA policy, you should seek the advice from the resource expert. We have an open door policy and encourage employees to share their questions, concerns, suggestions or complaints with someone who can address them properly. Employees and volunteers are responsible for preventing violations of law and for speaking up if they see possible violations.

A "whistleblower" is an employee or volunteer who reports an activity that he/she considers to be illegal or dishonest. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; Placer SPCA management is responsible for these.

If an employee or volunteer has knowledge or a concern of illegal or dishonest fraudulent activity, the employee or volunteer is to contact the CEO or the President of the Placer SPCA Board of Directors. Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of law or Placer SPCA policy. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Whistleblower protections are provided in two important areas – confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of

defense. The Placer SPCA will not retaliate against a whistleblower. This includes, but is not limited to, protection from Placer SPCA retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the CEO or President of the Placer SPCA Board of Directors immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Anti-Harassment & Anti-Discrimination Policy:

All employees, applicants, independent contractors ("workers") and volunteers working with the Placer SPCA are to be treated with respect and dignity. The Placer SPCA is committed to providing an atmosphere free of harassment and discrimination based on such factors as race, color, sex, gender identity, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics or information, sexual orientation, veteran status, or any other characteristic made unlawful by applicable federal, state, or local laws. Harassment and discrimination are against the law.

The Placer SPCA strongly disapproves of and will not tolerate harassment or discrimination of its workers by managers, supervisors, co-workers, independent contractors, volunteers, or members of the public.

Similarly, the Placer SPCA will not tolerate harassment or discrimination by its workers against others with whom the Placer SPCA has a business, service, or professional relationship. Because it is difficult to determine whether the conduct is unlawful, The Placer SPCA prohibits all inappropriate and/or disrespectful conduct based on the characteristics identified above, even if such conduct does not violate the law.

Some examples of conduct that may violate this policy include verbal, physical or visual contact that creates an intimidating, offensive, or hostile working environment or that interferes with work performance. Some examples of conduct potentially violating this policy include racial or sexist slurs, ethnic or sexist jokes, posting of offensive statements, posters or cartoons, and unwanted touching or blocking of normal movement.

Sexual harassment under this policy includes the making of any unwelcome advances and/or visual, verbal, or physical conduct of a sexual nature, as well as offering employment benefits in exchange for sexual favors or threatening reprisals after a negative response to a sexual advance.

The definition of sexual harassment includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. Some examples of behavior that may violate this policy include: requests for sexual favors, demeaning sexual remarks, leering, making sexual gestures, displaying of sexually suggestive objects or pictures, making or using derogatory comments, epithets, slurs, or jokes, comments about an individual's body, touching, impeding, or blocking movements, or any other conduct based upon an individual's sex that creates an atmosphere or environment that interferes with that individual's job performance or is intimidating, hostile, or offensive to that individual.

Complaint Procedure

If you believe you have been subjected to or witnessed conduct that violates this policy, you should immediately report such conduct to a manager on duty, or the CEO. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Placer SPCA will promptly investigate and attempt to resolve the situation. Every complaint that is reported will be taken seriously and investigated thoroughly. If suspected violations of this policy are not reported, they cannot be investigated. The Placer SPCA prohibits volunteers from hindering our own internal investigations and our internal complaint procedure. Every worker's cooperation is crucial.

If the Placer SPCA determines this policy has been violated, effective remedial action will be taken commensurate with the severity of the offense up to and including termination. Appropriate action also will be taken in an effort to deter any future inappropriate conduct. The Placer SPCA will not retaliate against you for bringing a good faith complaint of discrimination or harassment, or for reporting such misconduct or cooperating in an investigation, and will not knowingly permit retaliation by management, employees, volunteers, or your co-workers. If you believe that you are being retaliated against, you should immediately notify any of the persons named above.

Security/Preventing Violence in the Workplace

We are committed to providing you a safe environment. We will not tolerate any violent or threatening behavior by or toward our volunteers/employees. This policy prohibits actual or threatened violence against any person on Placer SPCA premises, at any organization-sponsored event, and/or while engaging in any organization-related activity. Safety and security is every volunteer/employee's responsibility. We rely upon all volunteer/employees' compliance with this policy to achieve our goal of providing a violence-free environment. Some examples of conduct that violates this policy include:

- Threats of any kind
- Physically aggressive or violent behavior
- Intimidating or harassing behavior, including bullying
- Sabotage or destruction of any organization-property or property of any volunteer/employee

Additionally, we strictly prohibit the possession of any weapon, firearm or other dangerous objects or material of any kind on Placer SPCA premises or at any organization-related event.

Euthanasia

Definition

1. An easy and painless death
2. Act or method of causing death painlessly, so as to end suffering

Although difficult to accept, euthanasia is what happens to homeless, surplus animals in shelters around the country. The fact is there are millions of homeless animals as a result of purposeful and accidental breeding, poor planning and decisions around obtaining a pet, and a lack of training and/or commitment from pet owners.

It is the belief of the Placer SPCA that euthanasia is not a desirable solution to our community's pet overpopulation problem. Rather, we strive to provide programs that address our commitment to solving the problems that necessitate the killing of homeless and unwanted animals. These include subsidized spaying and neutering of animals for local residents, humane education in the schools and a variety of other programs.

While we do not euthanize animals that are considered adoptable this does not mean we don't perform euthanasia at the Placer SPCA. Animals that are deemed unadoptable due to severe illness or significant behavior issues are euthanized. Unadoptable animals may be euthanized after the state mandated holding period. This holding period may be mitigated at the discretion of a veterinarian or Animal Control Officer.

All animals that must be euthanized receive an injection of Sodium Pentobarbital by a certified euthanasia technician. Animals that are showing significant signs of stress will first be given a sedative. Breathing stops from the depression of the respiratory system and a cessation of the heart action quickly follows. This procedure is usually very fast and is painless for the animal.

The Placer SPCA is dedicated to providing humane treatment to all animals in our care.

Euthanasia Communication Protocol – Animal Volunteers:

Purpose

To identify when and how euthanasia decisions will be shared with volunteers.

We recognize that you, like our staff members, care deeply for, and build relationships with the animals at the center. Therefore, notification will be posted to the appropriate Facebook blog for those dogs or cats who are located in an adoption area at the time of the decision, or who have been returned to the center following adoption. Please note there may be times when immediate euthanasia is required to alleviate suffering or for the safety of the animal and/or staff. We will inform you if visitation is available or not.

We will also post when a dog or cat is found deceased, who was either housed in the adoption area, or had been returned to the center following adoption.

The post will be consistent in language:

“Sad news today...we will be saying goodbye to [name of animal] on [scheduled date for euthanasia] due to [reason for euthanasia].

- Due to extenuating circumstances visitation will not be available.
- Visitation is available from 'date/time' to 'date/time'

If you have questions please schedule a time to talk with Kate. We ask that you refrain from asking other staff members, out of respect for their own possible grieving process.”

We will provide a brief reason for euthanasia, identifying the reason as medical, behavior or a combination of multiple issues.

Euthanasia Policy

Possible Reasons for Euthanasia: Dangerous, Distressed, Diseased or Injured Animals

The Placer SPCA believes that animals that clearly present a potential hazard to animals and/or humans because of disease or severe aggression should be euthanized. Those animals that develop aggressive tendencies or suffer from severe psychological distress during a prolonged stay at a shelter should be euthanized. The Placer SPCA will keep accurate records of all euthanasia and why it was administered. The following reasons for euthanasia are listed below:

1. **Contagious Infected:** Includes animals that are diagnosed with or highly suspected of having an infectious disease that may or may not be treatable but may be highly contagious in a shelter environment. Euthanasia may be due to illness and/or in order to prevent exposure of other animals.
2. **Contagious Exposed:** includes animals that do not appear to be infected but have confirmed or likely exposure to an animal with an infectious disease that may be highly contagious in a shelter environment. Euthanasia is due to high risk of infection after exposure and/or inability to safely quarantine animal in order to control disease spread after exposure.
3. **Poor Condition:** Includes animals with suspected but not definitively diagnosed chronic health condition(s) (due to limited diagnostic information), but that are not overtly severely ill or injured. May also include kittens or puppies that are failing to thrive but do not have overt severe illness or a known diagnosis.
4. **Chronic Disease:** Includes animals that have a known diagnosis of chronic and/or recurrent disease(s), such as hyperthyroidism, allergies, kidney disease, FLUTD or URI.
5. **Severe Illness or Injury:** Includes animals that have severe illness or injury with a likely poor prognosis. May or may not have definitive diagnosis, but strong suspicion for severe illness or injury (e.g. cancer, severe autoimmune disease, severe heartworm disease, marked anemia, liver failure, multiple fractures, debilitating arthritis, pancreatitis).
6. **Medical Other:** Animals that are euthanized due to medical conditions that do not fit other categories (e.g. not contagious, chronic or severe, animals not clearly in overall poor overall condition). Euthanasia is a result of lack of resources, space or time to treat the animal.
7. **Medical/Behavioral/Temperament Combination:** Typically animals with a combination of healthy and /or behavior /temperament problems, which alone probably would not warrant euthermia but in combination make an animal a poor adoption candidate (e.g. asocial dog with heartworm disease, cat with inappropriate elimination and mild health issue). In many cases, there will not be definitive diagnostic information s a medical workup will often not be pursued due to temperament/behavior factors.
8. **Temperament:** Evaluated animals euthanized due to human or overt animal aggression, fearfulness, extremely high-strung or otherwise have a temperament problem that would make it impossible or highly unlikely for them to safely or humanely adjust to a new home.
9. **Behavior:** Animals euthanized because of behavior problems such as chewing, inappropriate urination, not housebroken, separation anxiety, timidity or lack of socialization.
10. **Biter:** Animals euthanized because it has bit another animal or person in a serious aggressive way, has a history of biting, or is suspected of rabies combined with a bite or scratch.
11. **Feral:** Animals euthanized because they are feral with little apparent potential for socialization.
 - a. Feral, non-releasable due to age, health, or handicap (e.g. too small, FIV, FeLV, missing eye or limb)
 - b. Feral, non-releasable due to objection of property owner / resident

- 12. Kennel Stress:** Animals euthanized because of marked changes in behavior due to an extended stay in the shelter or that cannot adapt to shelter life.
- 13. Unweaned:** Animals euthanized because they are unweaned or underage.
- 14. Court Order:** Animals euthanized at the direction of a judge, hearing officer and/or other public official with such authority.
- 15. Owner Request:** Animals who were brought in by their owners for the specific reason of being euthanized (and for whom the PSPCA cannot offer the option of taking the animal in as an owner surrender to be adopted into another home).
- 16. Wildlife:** Animals that are, or are considered to be, wild by governing authorities.