



Welcome to the Lynchburg Humane Society Volunteer Program

We thank you for choosing us and dedicating your time and love to the pets!

Your thoughts and suggestions are appreciated and needed. Please do not hesitate to email catrina@lynchburghumane.org or call 434-448-0088 Ext 116 with any questions or concerns you may have.

Who We Are

For over fifty years, the LHS has operated as a private, non-profit organization, caring for lost and homeless animals. Last year, we cared for over 3,200 animals. We are a 501c3. By operating the state mandated pound for the city we accept every stray or unwanted animal surrendered to us from the Lynchburg community. We accept those that are easily adoptable as pets, as well as those that need special nurturing from abusive or neglectful experiences. We firmly believe that every animal deserves a second chance and no healthy pet should be euthanized for space purposes. Along with being contracted to run the pound for the City of Lynchburg we also have a regional spay/neuter clinic located in Evington, VA. The spay/neuter clinic serves Lynchburg, Campbell, Nelson, Amherst, Bedford and Amherst Counties. We are now at a 94% save rate. It is the help of the community that makes our life-saving programs possible.

We are not operationally connected with any other humane society in the state or country. We all operate independently and have no official association with the national humane groups.

Mission: Help pets in need thru sheltering, adoption, education, spay/neuter and community outreach.

Vision: A community free of homeless and neglected pets

What We Do

The city of Lynchburg has contracted us to operate its animal shelter. We perform all activities required of an animal shelter: house, feed, and hold strays. However, we go above and beyond these minimum requirements by performing these activities within a humane, compassionate environment. Additionally, we provide adoption, spay/neuter, lost and found, re-homing, and owner surrender services for the community.

We receive in all stray or abused animals picked up by the city animal control officers and stray animals found in Lynchburg by citizens. Owners may also bring their pets to us but we ask that they make arrangement with us to bring them in by having an appointment.

Citizens interested in adopting a pet are urged to visit us. Our helpful staff members assist customers in finding a pet appropriate for their lifestyle. Anyone who decides to adopt must fill out an adopter profile questionnaire. Our goal is to meet the needs of the animals and the people who are adopting by making good matches. All individuals who adopt from us are required to pay an adoption fee, and sign a legally binding contract.

In addition to the above activities, we also conduct educational programs at area schools and summer camp programs for children. We also assist the Department of Health in the fight against rabies. We now have the South Central Spay and Neuter Clinic and are able to help Lynchburg and surrounding communities by offering low cost spay/neuter and vaccines for their pets. We also received a grant from Petsmart allowing us to spay/neuter and provide a rabies vaccine for outside or feral cats who reside in the City of Lynchburg for free. This program has helped the community to reduce the feral cat population and have less homeless cats in Lynchburg city.

Important Shelter Operating Information

We are open:

Monday – Friday 11:00 to 6:30

Saturday & Sunday 11:00 to 5:00

****Volunteers are welcome as early as 8 am and can stay until we close**

Phone numbers

LHS Business Line – 434-448-0088

City Animal Control Office – 434- 847-1602

Volunteer and Education Department- Catrina Valania 434-448-0088 Ext. 116

Executive Director- Makena Yarbrough 434-448-0088 Ext. 114

Shelter Operations

A. Animal Intake

LHS accepts all:

- **Animals picked up by the city animal control officers**
- **Strays found in Lynchburg, brought to the shelter by citizens**
- **Animals surrendered to us by owners**

County residents are encouraged to take strays to county shelters. We will accept owned animals from other counties but only when we have appropriate space.

We accept owned animals in by appointment and ask for a continuing care fee of \$20 for an individual pet and \$40 for a litter. The \$40 fee is waived and used towards getting their female animal fixed to stop unwanted litters. The continuing care fee is for our service of taking on the responsibility of their pet and for basic care.

B. Holding Period For Strays

State law requires all stray animals be held a reasonable time period in order to allow owners to locate lost pets. Strays wearing a collar are held for 12 calendar days. Strays with no collar are held for 7 calendar days. Unclaimed strays may be euthanized or put up for adoption once the holding period has expired.

Every effort is made to contact the owners of strays with ID tags. Additionally, staff members review lost and found reports and we have an online search for all lost and found pets that come to LHS.

C. Reclaims

Owners may reclaim their animals from us provided proper ID and proof of rabies vaccination is provided. The reclamation fee is \$15.00. There is an additional \$10.00 charge for each night the animal remains at the shelter. Owners must pay a \$10.00 deposit for animals that have not received a current rabies vaccination. Those owners who return proof of rabies vaccination are refunded their \$10.00.

The city animal control officers may note additional reclaim instructions on the animal intake form.

D. Adoptions

Anyone 18 years of age or older with a valid photo ID may adopt an animal from the LHS. Each person interested in adopting must complete an adopter profile questionnaire. All adoptions are subject to approval by shelter staff. A good home, not just any home, is the goal of our adoption process. We try to match the needs of the animal with the needs of the adopter to provide a good match. Those approved for adoption must read and sign a legally binding adoption contract.

Adoption fees:

Small mammals (guinea pigs, rabbits, hamsters) or birds- \$15

Kittens (6 months and under)- \$79 and up

Adult Cats (6 months and 8 years)- \$69 and up

Senior cats (8 to 10 years and older)- \$29

Elder cats (10 years and older)- Free

Puppies- (under 6 months old)- \$129 and up

Adult dogs- (6 months to 8 years)- \$79 and up

Senior dogs (8 years and older)- \$29

**** Adoption fees includes spay/neuter, deworming and initial vaccines. We also have started to microchip all pets in the center.**

VA State law requires all animals adopted from LHS be neutered. When an un-neutered pet is adopted from us, the pet will be scheduled for their spay/neuter appointment with South Central Spay and Neuter Clinic. The new owner can have the pet spayed/neutered through their vet, but they would incur the cost and it would have to be done within 30 days of the adoption.

Individuals wishing to adopt strays not yet up for adoption (i.e. holding period has not yet expired) may place a \$20.00 deposit on the stray giving them the first opportunity to adopt the animal if it is not reclaimed. The individual must fill out a pre adoption questionnaire and be approved for adoption before placing the deposit. The individual must come to LHS the day the animal goes up for adoption and fill out the adoption paperwork. The \$20.00 deposit is then applied to the adoption fee. Failure to appear on the day the pet becomes eligible for adoption results in forfeit of deposit to LHS. If the animal's original owner

reclaims the pet before the holding period expires, LHS will refund the \$20.00 deposit.

E. Euthanasia

Lynchburg Humane Society has worked very hard to become a NO-Kill shelter over the past 5 years. A "NO-Kill" shelter is an animal shelter that does not kill healthy or treatable animals even when the shelter is full, reserving euthanasia for terminally ill animals or those considered dangerous to public safety. A no-kill shelter uses many strategies to promote shelter animals; to expand its resources using volunteers, excellent housing and medical protocols; and to work actively to lower the number of homeless animals entering the shelter system.

LHS euthanizes animals in the following circumstances:

- When an owner specifically brings in his/her animal to LHS to be euthanized (\$40 fee) and owner must sign euthanization request form)
- Animals which belong to LHS and are deemed a threat to the general public
- Severely sick animals which belong to LHS that are untreatable
- Some behaviorally unsound animals which belong to LHS
- Critically ill or injured strays, as allowed by law

NOTE: Animals which “belong” to LHS are stray animals for which the state required holding period has expired, and owner surrendered animals.

There is no time policy for keeping adoptable animals at LHS. LHS does NOT have a “first-in-first-euthanized” policy. LHS makes every attempt to keep friendly, healthy animals as long as “feasible.” Feasibility is based upon many factors: animal temperament, animal health, shelter environment (number of occupants, available funds, staffing levels, etc.) Feasibility is determined by the executive director and staff. The executive director has final and absolute authority concerning which animals are to be euthanized and when animals are to be euthanized.

Euthanasia is not a pleasant topic; however, the LHS staff bears the burden of this task. Volunteers do not participate in the euthanasia process, and are asked to respect the staff’s judgment and experience. If you have specific questions about a decision please see the executive director.

Volunteer Regulations

A. Dress Code

A LHS volunteer uniform does apply to all volunteers working at the shelter. We provide volunteer aprons for you to wear. The purpose of the uniform is to increase the professional atmosphere of the LHS and aid in identifying personnel. This uniform will help protect the volunteer during normal shelter activities.

Volunteers working at the shelter shall dress as follows:

- **Sturdy non-skid shoes (sneakers, hiking boots, construction boots, etc.)
No open toe shoes or high heels**
- **Long pants (shorts are allowed ONLY during times of extreme heat)**
- **You may purchase a LHS T-shirt but it is not mandatory.**
- **A volunteer nametag or a volunteer apron (provided by the LHS)**

Remember, the animals will be happy to see you. The dogs may jump on you, and the cats may try to climb up your arms. Wearing sensible clothes will help protect your skin from exuberant paws and nails. Don't wear any item that you value dearly. A normal day a LHS will result in broken jewelry and torn, dirtied clothing.

B. Sign In and Out Procedure

Each volunteer working at the shelter will be required to sign in and out in the volunteer area. This time log will allow us to keep up with total volunteer hours input each year. This info is helpful when LHS requests grants from charitable organizations. If you are volunteering for credit through school etc. you will not receive credit for times that are not logged. It is your responsibility to make sure you are signing in and out.

C. Acceptable Training Techniques

LHS believes in positive training techniques such as clickers and treats to reinforce desirable actions. If inappropriate behavior occurs then remove the stimuli or condition that is creating the action and concentrate on the desired behavior. We ask that you do not use dominance theory training with the shelter dogs. To learn more about Clicker Training check out Karen Pryor's website: www.clickertraining.com. We are very happy to say we now have behaviorists on staff at LHS!

Lynchburg Humane Society's position is that punishment should not be used as a first-line or early-use treatment for behavior problems. This is due to the potential adverse effects, which include but are not limited to: inhibition of

learning, increased fear-related and aggressive behaviors, and injury to animals and people interacting with animals. We never want to see an animal being reprimanded with negative intent. If you are having an issue with an animal let a supervisor or the volunteer coordinator know.

LHS does not allow the use of choke collars or prong collars to control dogs. We are also getting away from using any slip leads. We ask that you use more appropriate tools such as a gentle leader, sensation harness, or an easy walk harness.

D. Requirements

We ask our volunteers to dedicate just 8 hours of volunteer time each month to LHS. This commitment on your part helps us to assure the pets are getting the socialization they need, since many times the staff is busy cleaning, feeding, and taking care of the needs of the facility as a whole. We very much appreciate this time commitment.

We accept volunteers ages 8 and up; However, ages 8 to 13 must have a parent or guardian with them at all times and that parent must have attended orientation. Volunteers ages 14 to 17 can volunteer without a parent but must have parent's signature on the volunteer contract. **ANYONE UNDER THE AGE OF 18 CANNOT WALK THE DOGS.**

The following volunteer assignments do require extra classes. If you are interested in any of these, please sign for a training date with Catrina (catrina@lynchburghumane.org).

- Dog Walking and handling
- Dog training/clicker training- Learn how to help our dogs become better adoption candidates!
- Socializing Feral Kittens- Help get these kittens used to the human touch
- Fostering- Foster a dog/cat (Sorry, this does not count for school hours)
- The Breakfast Club- 8 am cleaning and helping Animal Care staff
- The Afternoon Club- 3 pm cleaning and helping Animal Care staff
- Humane Education- Helping with camps, birthday parties, and field trips
- Petco/Petsmart Helper- Cleaning and socializing with the cats
- TNR Volunteers- Trap Neuter Return community cat city fix program

E. Suggestions and Complaints

LHS needs volunteer feedback. If you have a suggestion for helping LHS operate more efficiently, if you see the need for equipment we currently don't have, or if

you have a complaint about the volunteer program, please don't hesitate to send an email or contact the volunteer coordinator by phone.

The volunteer coordinator will contact each volunteer who submits a suggestion or complaint via telephone call or in writing. All volunteer/staff conflicts shall be resolved via meeting called by, and run by the volunteer coordinator. The shelter manager, staff member(s), and volunteer shall be required to attend.

F. Safety

Your safety is of primary importance to us. Follow the rules listed below. They will help ensure your safety.

- **Please follow all staff instructions concerning the use of chemicals at the shelter.**
- **Pay particular attention to the floors. The cement floors are often wet and slick. Crushed pet food and disinfectants also make the floors slippery.**
- **Please notify the staff members of any unsafe condition you notice at the shelter.**
- **Do not enter unauthorized areas.**
- **Do not handle aggressive animals.**
- **Notify staff of any animal acting strangely or any dog fights in progress.**
- **Do not enter a dog run if a fight is in progress.**
- **Always ask a staff member when you need help.**
- **If you are unsure of how to perform a task, seek clarification from the staff.**

G. Event of Injury

Unfortunately, accidents do happen, especially in an environment like LHS: wet cement floors, sometimes messy floors, excited and scared animals, lots of noise. A copy of each volunteer's application shall be maintained at the shelter. This application identifies the person who should be contacted if a volunteer is seriously injured. Hence, it is imperative that you fill out a new volunteer application form whenever any of the following info changes: your name, your address, your phone number, emergency contact's name, emergency contact's phone number.

If you are injured while volunteering at the shelter the following procedure shall be followed:

- **Notify a staff member.**

- Staff member shall use medical chest in volunteer office to tend to non-serious injuries such as minor cuts or scratches.
- For serious injuries, a staff member shall dial 911 and request emergency unit assistance.
- Injured volunteer shall be immobilized until emergency unit arrives.

H. Animal Handling

All volunteers performing jobs that require handling of animals will receive one-on-one training by a qualified staff member. Do not handle animals until you have been trained!

- Do not handle animals in STAFF ONLY areas. These animals have not been cleared for public handling.
- Do not handle aggressive animals or ones labeled Careful. Only the staff is allowed to handle these animals.
- Always ask a staff member for help if you are afraid to handle an animal, or if the animal is large or too exuberant for one person.
- Taking a dog out of a “crowded” run or putting a dog into a “crowded” run can be a tricky matter. Ask for assistance if needed.

I. Disease Transmission

Transmission of diseases from sick to healthy animals is of serious concern. To reduce the chances of disease transmission:

- Remind the public to use hand sanitizer between visiting with the animals.
- Do not allow the cats to run around the room they are in, intermingling with other cats unless they are already in a free roaming room.
- Wear rubber or surgical type gloves provided by the shelter when cleaning cages or runs. This will protect you from infection.
- Always clean animal bites thoroughly with soap and water. If you prefer, hydrogen peroxide is also available at the shelter.
- Clean cages and runs thoroughly.
- Wash your hands often when you are socializing animals or performing adoption counseling, especially when you move from one cage or run to the next. (Hand sanitizer is provided along the walls in the adoption areas.)
- Have potential adopters wash their hands when they wish to see another animal from a different cage or run.
- Mop or clean up messes in public areas as they occur.

When you return home after volunteering at the shelter, protect your own pets by taking the following precautions:

- **Remove shoes before walking through your home. Leave outside for 48 hours or disinfect with bleach.**
- **Wash hands and arms thoroughly, and change clothes before petting and handling your own pets.**
- **Wash your dirty clothes as soon as possible.**

Thank you for reading and following the rules and regulations at the Lynchburg Humane Society. We look forward to having you as a volunteer!

1211 Old Graves Mill Rd. Lynchburg, VA 24502/ www.lynchburghuman.org