



Volunteer Handbook

Adult Edition

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Welcome & Thank You

Welcome to the Friends for Animals of Metro Detroit Volunteer Program! Our Friends are critical to the operation of the organization. The health and wellbeing of the animals we serve would never be possible without your generosity and commitment. Each year, the shelter takes in over 2,100 animals and your volunteer service has a direct and positive impact on their lives. You are joining a team of over 100 active volunteers that play a critical role in the day to day operations of the shelter including: walking dogs, cuddling cats, helping customers, making enrichment items, and maintaining a clean and safe facility. As a result, our animals are healthy, happy, and more socialized so they have a better chance of finding their forever homes. Offsite, our volunteers help foster animals, run adoption events, help raise money to fund the operating budget, and promote responsible pet ownership in our community.

While being a volunteer is hard work at times, it is extremely rewarding, educational, and fun. It's especially rewarding to see how the animals respond immediately to the love they receive while they are at the shelter. The Friends for Animals of Metro Detroit began from a group of people dedicated to serving animals and we continue to carry out that mission today. Our goal is to continually expand the organization's impact through community outreach programs and placing more animals into good homes. The time and energy you contribute by volunteering helps us achieve these goals.

We are sincerely grateful for your service to the animals! Since your support as a volunteer is extremely important, your decision to participate must be made with a full understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools for working with the public and how to safely handle shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the shelter. Again, thank you for your service to the animals. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

Sincerely,
The Board of Directors, Staff, and Animals

About

The Friends for Animals of Metro Detroit (FAMD) is a 501(c)(3) nonprofit. In 1993, FAMD was formed by a group of animal lovers who saw that the city shelter was in need of assistance. In 1996, the City of Dearborn contracted with FAMD to run the facility. This was the first relationship of its kind in Michigan! Today, FAMD has grown to include 30 full- and part-time employees, as well as over 100 active volunteers!

Mission

The Friends are dedicated to the rescue and protection of animals in the community, while inspiring healthy relationships between people and their companion animals. As animal advocates, we are committed to:

- Saving all adoptable animals.
- Providing high-quality animal care and adoption services.
- Delivering innovative outreach programs and activities that promote animal education.
- Promoting animal welfare legislation.
- Embracing environmental responsibility with earth-friendly practices and facilities.

Philosophy

FAMD has an open admission philosophy, meaning that we accept all animals regardless of temperament or physical condition. Because our goal is to do the right thing for every animal, we do our very best to rehabilitate animals with physical or behavioral challenges and humane euthanasia is always carefully considered. It is important to note that every philosophy and every organization play an important role in ending companion animal homelessness and overpopulation!

General Statistics for 2015

- FAMD took in 2,189 animals in 2015 (Dearborn strays and owner surrendered animals, plus out of city animals when space permits).
- 1,924 animals were placed (adopted, returned to owner, or transferred).
- Average length of stay: 21 days for dogs, 38 days for cats
- Average daily population: 129 animals (91 cats, 38 dogs)
- Average number of animals in foster care: 71
- Our current placement rate is 83%, well above the national average of 72%!

What We Do

Overview of Services

- Animal Adoption – finding qualified forever homes for our cats and dogs
- Lost & Found – reuniting lost pets with their families
- Hope's Heroes – helping sick/injured animals become adoptable
- Recycl-A-Bullz – helping friendly bully breed dogs find forever homes
- Operation Feed Fido – food program for low-income pet guardians
- Sterilization and microchip vouchers
- Pet training classes and scholarships
- Community outreach and educational opportunities on animal welfare issues

Adoption Information

Our goal is to find qualified homes for all of our available cats and dogs. FAMD provides honest information about each animal and we strive to provide a fair and enjoyable process for all adopters.

Here is what you should know about our adoption process:

- Adoption fees change frequently! Look for current signage.
- All animals receive medical and behavioral assessments, age-appropriate vaccinations, sterilization surgery, fecal test/worming, microchips, and ID tag.
- Volunteer team will follow up post-adoption to provide support.
- If someone is interested in adopting one of our animals, direct them to the front office to ensure the animal is available and to fill out an adoption application.
- Adoptions are completed same-day whenever possible.
- Not a good match? Returns are welcomed, and FAMD will work to find that animal a new placement.

Important - If you are posed with a question about an animal adoption and you are not 100% certain of the answer, check with a staff member before providing the customer with a response. Never give false information!

Since 2000, we have placed 100% of our adoptable animals!

General Information

Address & Shelter Contact Information

Dearborn Animal Shelter
2661 Greenfield Road
Dearborn, MI 48120
Phone: (313) 943-2697
Fax: (313) 943-2262
www.MetroDetroitAnimals.org

Hours of Operation (Open to the Public)

Monday, Wednesday, Friday: 10:00 a.m. – 5:00 p.m.
Tuesday, Thursday: 11:00 a.m. – 7:00 p.m.
Saturday: 10:00 a.m. – 4:00 p.m.
Sunday: Closed

Volunteer Hours

Monday, Wednesday, Friday: 8:30 a.m. – 5:00 p.m.
Tuesday, Thursday: 8:30 a.m. – 7:00 p.m.
Saturday: 8:30 a.m. – 4:00 p.m.
Sunday: 8:00 a.m. – 4:00 p.m. (volunteers 18 years old+)

Board of Directors

FAMD is managed by a Board of Directors. The board is a working body, which means that members are active volunteers. Among other things, the Board of Directors establishes administrative policies, coordinates fundraising and “friend-raising” events, works with City of Dearborn officials, and oversees management of the shelter facility. Current board members include:

Board Chair – MaryAnn Wright
President – Laurie Buhr
Treasurer & Financial Director – Sophie Bozek
Medical Director – Dr. Cheryl Good, DVM
Director of City Relations - Cpl. Michael Nelson
Secretary – Sue Ringey
Of Counsel – David Kocab

Tom Clark
Fred B. Johns
Lisa Bahash
Richard Truett
Jackie Lovejoy
Peter Oleksiak

Key Shelter Staff

General Management

Executive Director	Elaine Greene	egreene@metrodetroitanimals.org
HR Coordinator	Kathy Lash	klash@metrodetroitanimals.org

Shelter Operations

Shelter Manager	Heather Mehi	hmehi@metrodetroitanimals.org
Assistant Shelter Manager	Danielle Leonard	dleonard@metrodetroitanimals.org
Kennel Supervisor	Trish O'Donnell	
Facilities Coordinator	Ken Gablow	
Foster Program Coordinator	Diana Lenaway	dlenaway@metrodetroitanimals.org
Trainer & Evaluator	Linda Thomas	lthomas@metrodetroitanimals.org

Volunteer Program

Volunteer Director	Katie Johnson	volunteers@metrodetroitanimals.org
Volunteer Coordinator	Emily Kirby	volunteers@metrodetroitanimals.org

Development Department

Development Director	Kelle Sisung	ksisung@metrodetroitanimals.org
Asst Development Director	Andrea Kuentz	akuentz@metrodetroitanimals.org

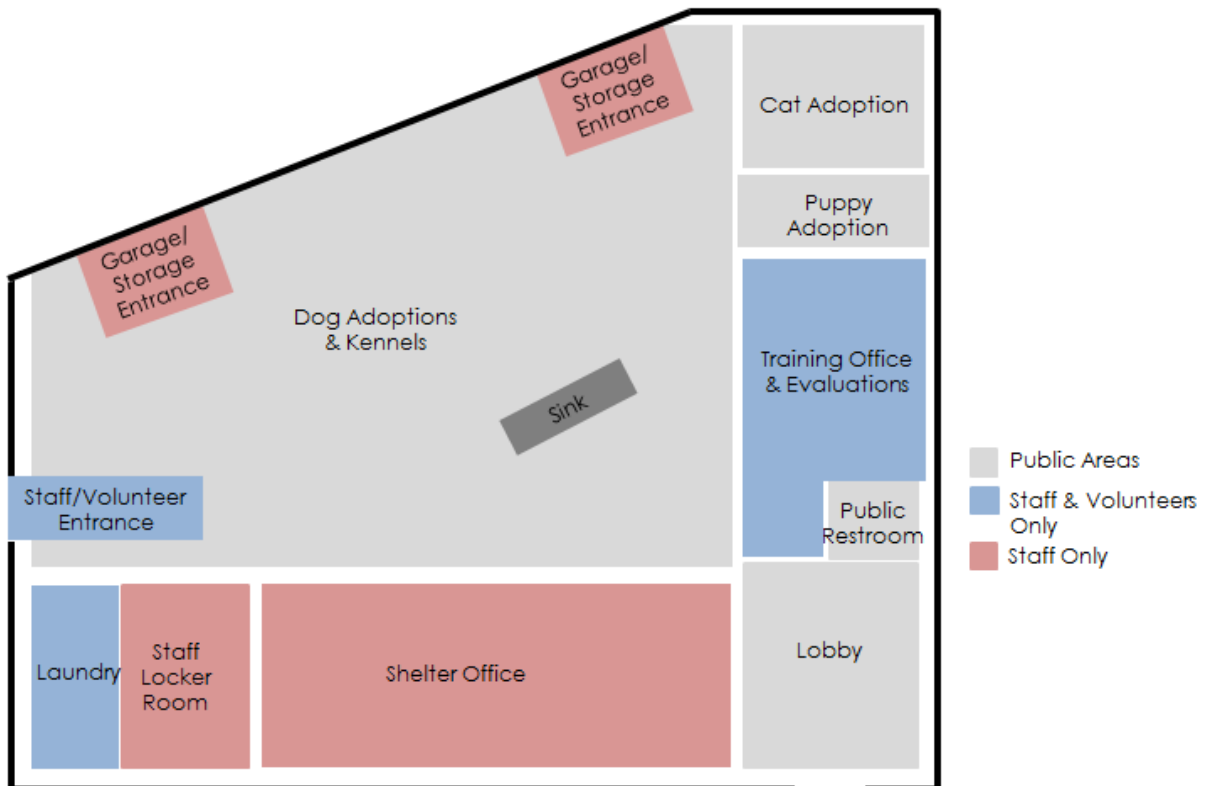


Shelter Map

Property Map



Main Shelter Building



Working with the Shelter

Confidentiality

Confidentiality regarding personal information about clients and the outcome of individual animal situations must be maintained at all times. Volunteers may be exposed to information about members of the public who release and adopt pets from the shelter. All information is considered strictly confidential and is not to be repeated or shared. Additionally, volunteers are not allowed to share information regarding animals that are not available for adoption with the public. This includes animals that may be held in public areas with white kennel cards, as well as any nonpublic areas. Necessary information should only be shared with shelter staff; this may include information that is needed to ensure safety of clients/staff or animals.

Social Media

FAMD is aware that many of its volunteers use social media such as Facebook, Twitter, and Instagram, to name a few. However, volunteers' use of social media could become a problem if it:

- Interferes with volunteer duties.
- Divulges confidential information about our organization or our clients.
- Harms the goodwill and reputation of our organization.
- Used to harass or discriminate against employees, volunteers, or clients.

As a result we encourage volunteers to use social media within the following guidelines:

- All postings on social media must comply with our policies on confidentiality.
- Speak respectfully about the organization, its employees, customers, and partners.
- Write/post knowledgeably, accurately, and using appropriate professionalism.

Don't forget that you are responsible for what you write or present on social media.

Additionally, personal use of our computers, including all personal social media, email, or internet activities is not permitted.

Feedback

Your point of contact for all questions, comments, and concerns regarding volunteer activities is your Volunteer Department. We welcome all feedback and want to know what we can do to make the volunteer experience better for both our people and our animals. We are continuously working to improve!

Working with the Shelter

Euthanasia

While tremendous efforts are made to save every animal that comes through our doors, humane euthanasia is sometimes the only option available for animals with severe injuries, illnesses, or behavior issues. As a volunteer, you may be exposed to animals facing euthanasia, even though you will never have to witness it. Our shelter uses a humane sodium pentobarbital solution injected intravenously. Direct injection (referred to as euthanasia by injection or EBI) is the most humane method available because it causes rapid loss of consciousness and an immediate inability to feel pain.

Thanks to our life-saving Hopes Heroes program, each year we are able to save the lives of more animals with treatable conditions. FAMD works tirelessly to end pet homelessness, promote spay/neuter education, and encourage adoption from shelters and rescue groups. When the decision is made by the shelter staff to perform humane euthanasia, it is performed with the utmost skill and compassion.

Disease Control

FAMD is responsible for ensuring public safety and for protecting the health of animals in our care. To help control the spread of disease in the shelter, follow these basic guidelines:

- Observe signage before entering rooms or animal enclosures.
- Sanitize your hands after handling each animal. Remind customers to do the same.
- Handle baby animals first (5 months and younger) before adults, and follow kitten and puppy handling protocol.
- Follow shelter cleaning procedures carefully.
- Pick up waste when walking dogs.
- Wash hands, change clothes, and remove shoes before interacting with your personal pets. Keep your personal pets up to date on vaccines.
- See a sick animal? Notify a staff member and avoid handling (or handle last).

If you are bitten or scratched, you must report the incident to a staff member and the Volunteer Department. Be sure to have the identity of the animal ready. You are responsible for your own personal health and may be advised to seek medical treatment from your doctor.

To learn more about common zoonotic diseases and their prevention and treatment, go to:

<http://www.americanhumane.org/assets/pdfs/animals/operational-guides/op-guide-zoonoticdiseases.pdf>

Volunteer Information

Overview

FAMD is seeking passionate, dedicated individuals who are ready to make a long-term commitment to the animals and our organization. We need volunteers who can learn and adhere to policies and procedures, while also able to work independently. Volunteers must be comfortable working with cats, dogs, AND customers!

Qualifications

To remain an active volunteer with FAMD, you must:

- Commit to a minimum of 50 hours per year (about 2 shifts per month) to keep your skills sharp.
- Learn and adhere to shelter policies and procedures.
- Treat all animals, staff, and customers with compassion and professionalism.

Process to Volunteer

The process to volunteer at FAMD is as follows:

1. *Register Online & Sign Up for Orientation* – Fill out our online volunteer application and select an orientation date. On our volunteer registration page, you will be able to sign up for an orientation session. The orientation is about 1.5 hours and includes a classroom presentation and shelter tour. The orientation is mandatory before performing any of the volunteer activities offered.
2. *Schedule a Mentoring Session* – Work with one of our experienced volunteers to learn the details of our volunteer roles. This will give you an introduction into the operations of the shelter and the opportunity to gain hands-on experience. Mentoring sessions are typically 1.5 hours.
3. *Sign Up to Work* – Use our VicNet system to sign up for shifts and get information.

Volunteer Term

Both you and FAMD are free at any time, with or without notice or cause, to end the volunteer relationship. Dismissed volunteers are not permitted entry to the shelter beyond the public interactions.

Training

Training Opportunities

Class	Description	Schedule	Optional/ Mandatory
Volunteer Orientation	Orientation provides an overview of the volunteer program and the operations at FAMD. We will discuss our mission, volunteer requirements and responsibilities, and take a tour of the shelter.	As posted in online volunteer application	Mandatory
Mentoring	Work with one of our experienced volunteers in the shelter to learn the basics of our shelter operations and animal handling and care. You will have the opportunity to ask questions and practice your animal handling skills.	As posted on VicNet	Mandatory
Cat Coaching	Specialty training for volunteers who provide special focus for our felines. This includes teaching our felines new behaviors like "sit" and "wave," help our kittens accept being handled, and things such as regular nail trimming.	As posted on VicNet	Optional
Pit Crew	Specialty training for volunteers who provide special focus for our canines. This includes helping our dogs socialize with people and other dogs so they succeed at being great family companions and develop skills to attain Canine Good Citizenship (CGC) certifications.	As posted on VicNet	Optional
Adoption Counseling	Specialty training for volunteers who are interested in learning how to properly match families and animals for a great adoption experience.	Schedule with Volunteer Department	Optional
Other	Other specialty training opportunities may be available. Contact your Volunteer Department or check VicNet/email for updates.	Schedule with Volunteer Department	Optional

Scheduling & Volunteer Hours

Scheduling

Volunteer service is vital to FAMMD's overall success. We encourage all volunteers to sign up in advance to schedule their volunteer shifts. This helps ensure coverage of essential shelter duties. Currently, not all volunteer opportunities are available to be scheduled in the VicNet system. This is coming soon!

If you sign up for a volunteer shift, please make sure that you are able to fulfill that commitment. The staff and animals are counting on you to be here. If you are scheduled for a shift that you cannot make, please remove yourself from the assignment on VicNet, and (if last minute) contact the Volunteer Department or other staff lead as appropriate.

While volunteer shifts are typically 2 to 4 hours long, there is no minimum or maximum limit.

Log Your Hours

It is essential that we are able to track the number of volunteer hours. There are many reasons that we need an accurate summary of the work our volunteers do:

- Many of the grants that we apply for to fund shelter programs require this information, so your time is more valuable than you may realize.
- We use volunteer hour information to help assess shelter needs and identify priorities for volunteer recruitment efforts.
- Logging your hours in VicNet helps you track your 50-hour requirement to remain an active volunteer.
- If you require volunteer hours for an organization, we require the hours in the system to sign your paperwork.

When you are volunteering at the shelter, you are able to sign in and out from the computer located in the vestibule. If you are working offsite, you will need to log onto VicNet from your own computer after your shift and fill out a timesheet.

Code of Conduct

Respectful Behavior

As a member of the volunteer team, you are a representative of FAMD and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers, and members of the public. We commit to providing excellent customer service to our visitors, staff, and fellow volunteers.

Animal Care

It is expected that FAMD volunteers will treat all animals in the shelter's care with compassion and gentleness. Ask for assistance from staff when needed, and use caution at all times. Notify shelter staff of any observations or information you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases, remove sick animals from the shelter without permission from the Executive Director or shelter management, or take any animals from the shelter without proper documentation and approval.

Injuries

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. If you are injured while at FAMD, you must notify the Volunteer Department and/or Manager on Duty immediately.

Emergency Procedures

FAMD works hard to provide a safe environment for both humans and animals. In the event of an emergency or natural disaster, volunteers should follow instructions given by FAMD staff. The staff will provide information and procedures used to coordinate the safe sheltering and/or evacuation of personnel and animals (if required) in the shelter.

Code of Conduct

Dress Code

While we want our volunteers to look professional, come prepared with the mindset that anything that you wear will get dirty. As a volunteer, you are required to wear the following during each volunteer activity at any FAMD facility or event:

- Volunteer ID badge – So staff and customers can identify you as a volunteer.
- FAMD Volunteer Shirt – It is imperative that all volunteers be dressed in FAMD apparel so that they are consistently recognizable to the staff and public. T-shirts are available from your Volunteer Department for \$10.
- Long pants – This includes jeans, khakis, or other long pants (NO sweatpants or pajamas). Refrain from wearing garments with excessive holes or worn areas.
- Comfortable Close-Toed Shoes – No sandals, flip flops, or heels. Rubber soled shoes or boots preferred.
- Minimal Jewelry – Refrain from wearing excessive or dangling jewelry.

Personal Items

You are advised to leave your purse, wallet and belongings locked in your car or at home since there is no other convenient (and secure) place at the shelter for you to store them. FAMD is not responsible for any lost or stolen items.

Cell Phones & Electronic Devices

In order to maintain focus on animals and customers, FAMD highly discourages the use of cell phones while on duty. If it is necessary for you to have your cell phone with you while volunteering, set the ringer to vibrate or silent, and use your cell phone in non-working areas only. Under no circumstances should you be using your cell phone while handling an animal—return the animal to their enclosure first.

Smoking

Smoking is prohibited in all buildings and facility grounds. Volunteers who wish to smoke must do so off property (outside the gates). While working at offsite events as a volunteer, you may not smoke except when on breaks and out of public view.

Drugs & Alcohol

Under no circumstances shall a volunteer work at our facility or at an offsite event under the influence of drugs or alcohol. If suspected of being under the influence of drugs and/or alcohol, you will be asked to leave immediately and will be subject to termination from the volunteer program.

Code of Conduct

Personal Pets/Guests

FAMD does not permit personal pets and unregistered guests to be in the facility while you are performing your volunteer activities. This includes adults and children. If you would like to bring a new volunteer with you, they must first register online and complete the volunteer orientation and mentoring to proceed with further activities. Volunteers with unapproved guests or pets will be asked to leave. If you find that you are unable to perform your duties without the distraction of other responsibilities (babysitting young children, pet sitting other animals, etc.) then cancel your volunteer assignment and do not report to duty.

Parking

Spaces near the front entrance in front of the main shelter are for public guests only. All volunteers should park along the side fence or in the gravel driveway (when the shelter is busy). Do not block fire lanes or park in front of doors or gates.

Off-Limits Areas

For your safety and the safety of the animals, some areas of our facility are off limits unless you have authorization to enter. We ask that you respect all signage and only enter these areas if asked by a shelter staff member or the Volunteer Department. If you are unsure if an area is off-limits, ask a staff member.

Complaints/Conflict Resolution

Any issues or complaints regarding a staff member, other volunteers, the general public or FAMD policies, should immediately be brought to the attention of the Volunteer Director. If you are not satisfied with the resolution, you may escalate your complaint to the Executive Director. We want to resolve issues as soon as possible so that we can all work effectively as a team.

Discipline

Volunteers who commit minor violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. We value your service and want to ensure that we give all volunteers the opportunity to correct behaviors. Continued violations could result in additional counseling or dismissal.

Volunteer Roles

Volunteer Roles

Our volunteer network supports FAMDC in many ways. Even if you are not directly interacting with the animals, you can still support shelter operations. Here are several of the ways volunteers contribute both in the shelter and offsite:

In-Shelter Work

Dog Walking/Socialization
Pit Crew
Cat Comforting
Cat Coaches
Customer Service

General Cleaning & Maintenance
Showcasing Adoptable Animals
Preparing Enrichment Items
Shelter Beautification

Offsite Animal Work

Fostering
iFoster
Training Assistant

Slumber Parties
Animal Transport

Administrative Work

Clerical Assistance
Mailings/Phone Calls

Photography
Videography

Offsite Adoption Program

Offsite Cat Adoption Centers

Friends-Sponsored Offsite Events

Community Outreach

Dearborn Homecoming
Corporate Visits

School Visits
Special Events

Fundraising

Mutt Strut
Black Tie & Tails

Donation Canister Program
Special Events

Publicity

PawPrints Newsletter

Website

In-Shelter Work Priorities

In-Shelter Work Priorities

There is never a shortage of things to do in the shelter. If you find yourself wondering what to do next, here is a list of priorities for shelter operations:

1. Give all adoptable animals love, exercise, and socialization. Petting, walks, soft words, cuddles, and praise go a long way. The more the animals are positively conditioned, the more adoptable they become.
2. Assist showing adoptable animals to potential adopters. Help them understand information posted about the animals.
3. Make sure all animals have fresh water.
4. Ensure all cages are clean.
5. Help with general shelter cleaning. This includes but is not limited to:
 - Laundry
 - Dishes
 - General Housekeeping
 - Outside Maintenance
6. Prepare enrichment items (see behavior staff or Volunteer Department).



Handling Animals

Handling Animals

Being a responsible volunteer means keeping your eyes and ears open and using caution and common sense. We want the shelter to be a safe environment for our animals, staff members, volunteers, and visitors. Please follow the general guidelines when handling an animal.

DO NOT:

- Handle animals that have not been approved for adoption, unless specifically given permission by a staff member.
- Open a cage that has a DANGER or other warning sign on it.
- Stick fingers into cages.
- Allow members of the public to stick fingers into cages.
- Put your hand into a cage when an animal is eating.
- Go into unauthorized areas of the shelter.
- Give food to any animal unless given permission by the staff.
- Give treats or rewards to animals that aren't displaying desired behaviors.

DO:

- Follow all animal handling procedures.
- Remember to wash your hands/use hand sanitizer after returning an animal to its cage.
- Ask questions if you are not certain about an animal.
- Report any signs that an animal may be ill (sores, limp, runny nose, watery eyes, poor appetite, etc.) to a staff member.
- Report all bites, scratches, slips or falls to the Shelter Manager and/or Volunteer Department.



Handling Animals

Working with Dogs

Basic Information and Rules

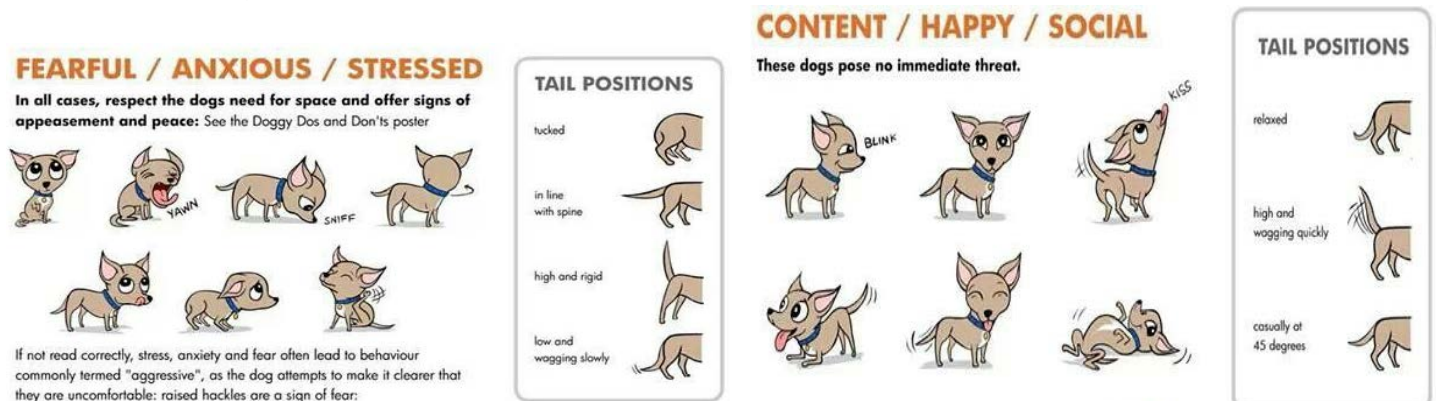
Before working with dogs, you should know the following:

- Assess a dog before entering its cage. Notice body language and read the cage card carefully. Any dog that does not have a cage card, check with a staff member.
- If the dog does not want to come out of the cage, leave him/her alone and inform a staff member. Entering a dog's cage is the equivalent of entering his/her "den" and the dog could become aggressive.
- You can remove only one dog at a time from their cage.
- Use your best judgment. Do not handle a dog that is too big for you or with which you feel uncomfortable in any way!
- When lifting a lap dog, support their hind legs securely with one hand and hold the upper part of the dog's torso with your other hand.
- Feel free to ask an experienced volunteer or staff member for help or advice on which dogs you should walk.

Handling Techniques

To ensure that no dogs escape and that no one is hurt or bitten, follow these guidelines. Pay close attention to a dog's body language. Watch for signs of aggression and fear:

- Teeth bared
- Ears laid back
- Fur standing on end
- Growling or snarling
- Whale eye



Handling Animals

Walking Dogs

- Volunteers are only permitted to walk dogs that have been temperament tested, unless you have attended and passed the required Pit Crew classes.
- We all have different styles of training; we ask that when walking a dog please do not train them, just walk them (unless you are a Pit Crew Member).
- DO NOT walk any dog that makes you uncomfortable.
- Dogs must be walked on a martingale collar and leash.
- Keep your dog close to you on your right on the way out and on your left on the way in and on a short leash while walking through the shelter and when entering and exiting the back door. The dogs are excited about being outside and will pull you and want to interact with other people or dogs.
- Keep at least ten (10) feet between your dog and other dogs.
- When walking a dog, stay away from the driveway. Cars coming and going do not realize there are people walking dogs.
- Walk only along paths in the field and try and keep parking lot walking to a minimum.
- Remember to take a plastic bag to clean up after the dogs. Deposit waste in the buckets by the garage door or use the dumpster in the parking lot.

Feeding, Treats, & Toys

- Dogs are to be given food by shelter staff only. Each animal's diet is closely monitored.
- If a treat bucket is hanging from a dog's kennel, treat as you see fit.
- Treats should be given to dogs displaying polite behavior (i.e., not barking and all 4 paws on the ground).
- Throw the treat into the kennel. Do not stick your fingers through the fence.
- Check with staff before giving any animal toys.

Dog Grooming

- Always check with a staff member before you begin grooming.
- You may groom a dog in the volunteer room or in the parking lot. If you are grooming outside, keep the dog on his/her leash.
- Carefully and thoroughly brush the dogs and try to remove any tangles.
- Clean and disinfect all brushes and combs after you finish grooming.
- Dog bathing: If you think a dog needs a bath, check with the staff who will explain how to bathe the dog. Never attempt to bathe a dog on your own.

Handling Animals

Puppy Care

- Plan to work with the puppies before any adult dogs. Place a clean towel over your shirt before handling a puppy under 5 months of age.
- When lifting a puppy, support their hind legs securely with one hand and hold the upper part of the puppy's torso with your other hand.
- Puppies under 5 months are NOT walked. They have immature immune systems and we want to limit exposure to disease.
- Puppies must be carried outside and placed in puppy play pens. Do not place the puppy on the floor in the puppy room.
- Socialize puppies by gentle cuddling and playtime in the volunteer room.
- Take the puppy outside to go the bathroom in the puppy pen before and after playtime.
- Never leave the puppy unattended.
- While in the volunteer room, make sure to keep an eye on your puppy so that s/he does not get into harm's way.
- Clean up any accidents using disinfectant.
- Do NOT handle puppies roughly or keep them in the volunteer room too long. They need rest and are susceptible to disease, so limit exposure.
- Sweep out puppy cages, replace newspaper and bedding that is wet or dirtied, and replace toys that have become soiled. Puppy cages need to be cleaned frequently throughout the day.

Dog Kennel Cleaning

- Kennels have to be kept clean and disinfected to prevent the spread of disease among dogs. Please see the staff to learn correct cleaning procedures.
- If you see a dog in a dirty cage, please tell a staff member.
- Do NOT leave animal waste lying in the walkways. Pick up immediately with the scooper and deposit in waste buckets.

Reporting Medical & Other Conditions

Please notice and report the following conditions to shelter staff:

- Vomiting
- Diarrhea
- Blood or mucous in stool
- Coughing, runny eyes or nose
- Lethargy
- Skin or other abnormalities

The animal will be assessed by a staff member and, if necessary, medicated and/or put into our isolation area until recovered. Don't second guess yourself, if something appears strange to you, it probably is and should be reported.

Handling Animals

Working with Cats

Basic Information & Rules

Before working with cats, you should know the following:

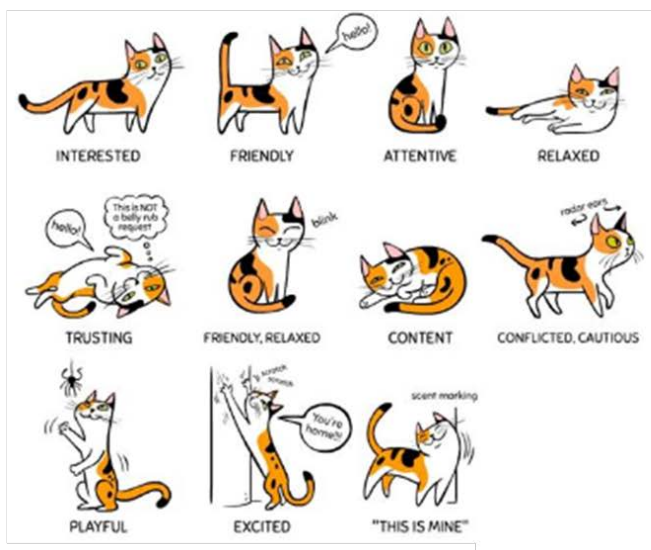
- Assess the cat before opening the cage. Notice its body language and read the cage card carefully. Any cat that does not have a cage card, check with a staff member.
- If the cat does not want to interact or come out of the cage, leave him/her alone or try coaxing him/her with a toy to come to the front of the cage using comforting tones.
- You can remove only one cat at a time from a cage.
- Do not place cats on the floor of the cat room.
- Use your best judgment. Do not handle a cat that you feel uncomfortable with in any way!
- Feel free to ask an experienced volunteer or staff member for help.

Handling Techniques

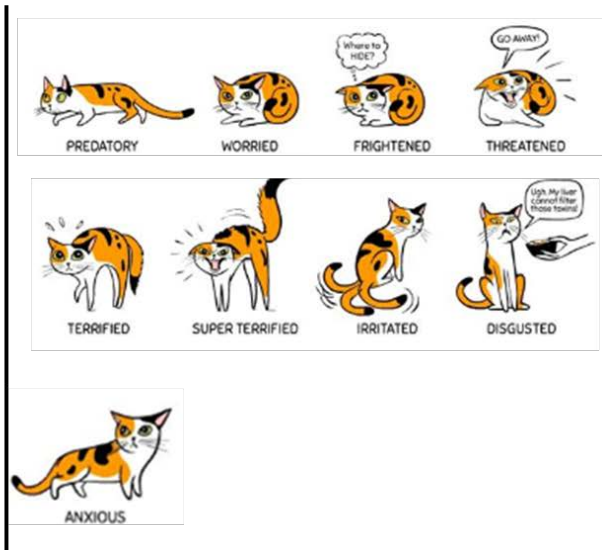
To ensure that no cats escape and that no one is hurt or bitten, follow these guidelines. Pay close attention to the cat's body language. Watch for signs of aggression and fear:

- Rapidly or continually twitching tail
- Laid back ears or sudden stiffness of posture
- Hissing or spitting

CONTENT/HAPPY/SOCIAL



FEARFUL/ANXIOUS/STRESSED



Handling Animals

Cuddling Cats

- When lifting a cat, support their hind legs securely with one hand and hold the upper part of the cat's torso with your other hand.
- Do not allow any cat on the floor of the cat room.
- Cats should be handled either in their enclosures or on the table in the cat room.
- Keep an interactive toy with you at all times and never use your hands as toys.
- Never allow multiple cats to interact.

Feeding, Treats, & Toys

- Cats should always have fresh water. Use the plastic watering can located in the cat room. Use room temperature water.
- Cats are to be given food by shelter staff only. Each animal's diet is closely monitored.
- Check with staff before giving any animal toys.

Cat Grooming

- Always check with a staff member before you begin grooming.
- Cats should be groomed on the table in the cat room or can be brushed in their cage.
- Carefully and thoroughly brush the cats and try to remove any tangles.
- Please clean and disinfect all brushes and combs after you finish grooming.
- Never attempt to bathe a cat unless given permission by a staff member.



Handling Animals

Kitten Care

- Plan to work with the kittens before any adult cats. Place a clean towel over your shirt before handling a kitten under 5 months of age.
- Do not hold kittens too roughly or for too long. They need rest and are susceptible to disease, so exposure must be limited.
- Holding kittens helps to ensure their friendliness and comfort level with people. Kittens should be held gently but firmly.
- Kittens have very sharp claws! You will get scratched if you are not careful.
- Never use your hands as a toy with kittens. Rough play teaches them it is okay to bite.
- Remember to wash your hands/use hand sanitizer after returning a kitten to its cage.

Cat Cage Cleaning

- Cages have to be kept clean and disinfected to prevent the spread of disease among felines. Please see the staff to learn the correct cleaning procedures.
- Use a small whisk broom to sweep out cages.
- Make sure the water dishes are clean and free of food, litter, and newspaper.
- Scoop the litter when necessary. The scoopers should be cleaned with disinfectant between uses.
- If the newspaper is wet and dirtied, remove the newspaper and replace with fresh paper. You will need to move the cat into a cat carrier or have another volunteer hold the cat while changing the newspaper. The holding carrier must be cleaned and disinfected after use.
- Unless soiled, leave the cat's blanket and toys in place. Items that smell familiar help the cat to feel more comfortable. A hairy blanket is not dirty and should stay with the cat!
- If you see a cat in a dirty cage, please tell a staff member.

Reporting Medical & Other Conditions

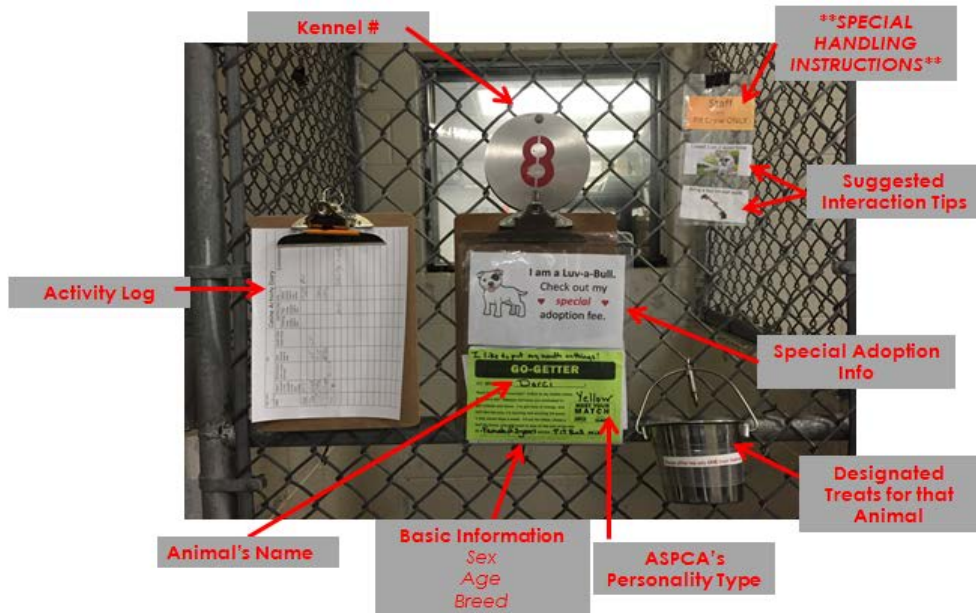
Please notice and report the following conditions to shelter staff:

- Vomiting
- Sneezing, runny eyes or nose
- Diarrhea
- Lethargy
- Blood or mucous in stool
- Skin or other abnormalities

The animal will be assessed by a staff member and, if necessary, medicated and/or put into our isolation area until recovered. Don't second guess yourself, if something appears strange to you, it probably is and should be reported.

Cage Cards & Animal Information

What is all of this information telling me?



ASPCA's Meet Your Match (MYM) program doesn't let you go home without knowing your pet's personality. MYM is the only method in existence today that evaluates an animal's behavior and interests and matches them to an adopter's preferences so that families take home pets they really click with.

Cage cards will be color coded with the animal's personality types. There are 9 for canines and 9 for felines. Refer to the posted guides in the kennel areas for more information.

<p>Adventurous Confident & Saavy</p>	<p>Good Company Companion Kitty</p>	<p>Shy Slightly Hesitant but Affectionate</p>	<p>Active Need Physical & Mental Engagement</p>	<p>Middle Of The Road Regular Activity & Interaction</p>	<p>Laidback Prefers an Easygoing Lifestyle</p>
<p>MVP Party Animal Leader of the Band</p>	<p>Executive Sidekick Personal Assistant</p>	<p>Private Investigator Secret Admirer Love Bug</p>	<p>Life of the Party Go-Getter Free Spirit</p>	<p>Wallflower Busy Bee Goofball</p>	<p>Couch Potato Constant Companion Teacher's Pet</p>

To learn more about each of the specific canine and feline personality traits, go to: <https://www.asPCA.org/adopt/meet-your-match>

Upkeep of General Areas

General Area Maintenance

Keeping our shelter clean is required for many reasons. Shelter sanitation is critical in preventing illness in both animals and people. Animals roll around on floors and surfaces and subsequently lick themselves all over, effectively coating themselves with and ingesting a myriad of environmental and salivary pathogens. In addition to keeping our animals healthy, a clean shelter creates a pleasant, welcoming environment where the public is more likely to come and adopt an animal.

Dishes

When washing dishes, toys, litter pans, etc. follow the directions that are posted over the kennel sink. The directions will indicate the correct proportion of chemicals to use. Spread clean items across the counter to dry and, if time permits, put all dry items away in the designated area. We recommend wearing gloves when washing dishes as the dishwasher can be hard on your hands!

Laundry

Volunteers can assist with laundry by folding clean items and returning them to their proper storage area. Only the shelter staff is permitted to use the machines.

Sweeping & Mopping

Sweeping and mopping can be done in all areas of the shelter. Follow posted instructions to make the mopping solution. Change mopping solution as needed. Wring out the mop thoroughly so the floors dry quickly. Make sure to place wet floor signage in areas that are wet for safety. Clean out bucket and mop when finished.

Lobby Area

Sweep and mop the front reception area, lobby, and public restroom. Clean windows and glass with Windex, wipe down the walls, bench, doors, and door handles with disinfectant. Disinfect toilet and sink and use Windex on the mirror. Make sure the restroom is stocked with toilet paper and hand towels.

Terminology

Here are some common terms that you may hear being used around the shelter:

Declawing - A surgical procedure performed to remove a cat's claws. It is carried out under a general anesthetic and involves the removal of germinal cells and some or all of the terminal bone in the toe. FAMM does not recommend declawing, and will suggest alternatives to potential adopters.

DLH - Domestic Long Hair. A long-haired mixed breed cat.

DMH - Domestic Medium Hair. A medium-haired mixed breed cat.

DSH - Domestic Short Hair. A short-haired mixed breed cat.

Euthanasia - "Putting to sleep," generally through a painless injection of anesthetic drug. This process can only be performed by a certified technician.

Feline Leukemia - A cancerous multiplication of white cells caused by a virus. It is incurable and is spread by direct contact between cats.

FIP - Feline Infectious Peritonitis. Infection of a cat's abdominal cavity caused by a virus. It generally is spread by direct contact.

FIV - Feline Immunodeficiency Virus. A virus, similar to AIDS in humans, that attacks the immune system in cats. It is spread by saliva, generally from a bite.

Heartworm - Transmitted by mosquitos; long spaghetti-like worms that live in an animal's heart and, sometimes, lungs. It is now understood that heartworm can affect dogs or cats.

Intact - (or whole) An adjective used to describe an unsterilized animal.

Kennel Cough - A canine upper respiratory infection normally caused by a bacteria or virus. It is generally spread in an environment where numerous dogs come into contact. It is characterized by a harsh, dry cough, nasal or eye discharge, and depression.

Neuter - The surgical procedure performed to remove both testes of a male animal, eliminating the source of the sperm.

Spay - The surgical procedure performed to remove the ovaries and uterus of a female animal to prevent pregnancy.

Temperament - The general disposition and social skills shown by an animal.

URI - (Upper Respiratory Infection) A respiratory virus that is spread by contact between animals (both canines and felines). It is most usually spread in an environment of numerous animals or in a stressful environment. It is characterized by sneezing, coughing, nasal discharge, or eye tearing and discharge.

Worms - As referred to in "de-worming"; shelter animals are tested and treated for internal parasites.

Frequently Asked Questions

Where does the Friends for Animals of Metro Detroit get its funding?

FAMD raises 90% of its operating budget through donations, events, service fees, and grants. The City of Dearborn provides 8%. We do NOT receive any funding through national animal welfare programs.

Where do all the animals come from?

The vast majority of the animals in our shelter are strays.

Does the shelter pick up stray animals?

No. That is the responsibility of Dearborn Animal Control. Our shelter provides housing and care for the animals the city picks up. Stray animals also come to us from private citizens who have concern for lost animals.

Is there a time limit for keeping animals?

As long as the animals are healthy and of good temperament, they will remain at the shelter until adopted.

Does the shelter receive purebred cats and dogs?

Approximately 25% of animals in the shelter are purebred. Great news for your friends and family looking for a specific breed!

Does the shelter only accept dogs and cats?

FAMD accepts any type of animal. However, our facility is designed to house only cats and dogs. Animals of other species are transferred to partner shelters and rescues as soon as possible after intake.

Can a pet go home the day of adoption?

We strive to send each animal home with their forever families on the same day provided that the necessary paperwork can be completed and approved and the animal is ready for adoption.

Do you spay and neuter other people's pets?

No. We do not offer onsite veterinary services for people's pets. We do, however, have a program that provides vouchers for low-cost spay/neuters.

Can an animal be brought to the shelter if it needs to be euthanized?

Yes. We do offer owner-requested euthanasia. Each case is reviewed carefully with the owner by one of our staff members.

Who do I call if I see an animal being neglected or abused?

To report an act of animal cruelty that you are witnessing in progress, contact the local police department immediately. In Dearborn, call the police at 313.943.2240. To report single or repeated incidences of cruelty, contact the local animal control. To reach the Dearborn Animal Shelter, call 313.943.2697 or E-mail friends@metrodetroitanimals.org.

Donations

Donations to the shelter are always welcomed! A customer, visitor, friends or family will often ask you how to donate to the shelter. Here's how!

Although the Dearborn Animal Shelter operates under contract to the City of Dearborn, we depend upon donations to care for the animals on a daily basis. Your donations also support numerous education and community service programs, such as low-cost spay/neuter and microchip vouchers, that directly affect thousands of animals in Southeast Michigan. Our rescues in need paws-itively appreciate your support.

FAMD is a 501(c)(3) nonprofit. Your generous donations are 100% tax deductible.

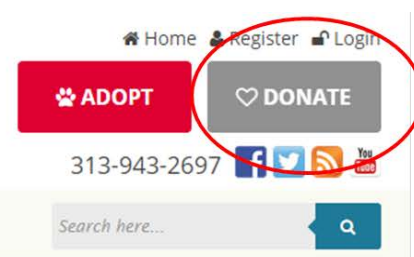
Monetary Donations:

- One-time giving
- Monthly donations
- Caring Hearts – 3 Year Pledge
- Special Cause Donations
 - Hope's Heroes – special medical needs rescues
 - Cat Community Center – fund the Triple C for happier cats
 - Raise the Woof – help to make our new facility a reality

Other Ways to Give:

- Wish List Items – Daily use items for the shelter such as blankets, food, and cleaning supplies. There is an "Individual" giving list and a "Corporate" list posted on the website.
- Donation Station – Place a donation station in your business today!
- Employer Matching – Find out if your company will match your donation.
- Fundraising Events – Participate in one of our events.

Please visit our website, www.MetroDetroitAnimals.org to find out more information on how you can donate!



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