



Friends
for
Animals
of Metro Detroit

Volunteer Handbook

Adult Edition 2021

Contents

Welcome Friends

- Welcome & Thank You.....3
- About.....4
- What We Do.....5

Key Information

- General Information.....6
- Key Shelter Staff.....7
- Working with the Shelter.....8

Volunteer Information

- Overview, Qualifications, & Terms.....10
- Scheduling & Volunteer Hours.....11
- Code of Conduct.....12
- Volunteer Roles.....15
- In-Shelter Work Priorities.....16
- Handling Animals.....17
- Cage Cards & Animal Information.....24
- Upkeep of General Areas.....25

Miscellaneous

- Terminology.....26
- FAQ's.....27
- Donations.....28



Welcome & Thank You

Welcome to the Friends for Animals of Metro Detroit Volunteer Program! Our volunteers 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 1,800 – 2,000 animals and your volunteer service has a direct and positive impact on their lives. You are joining a team of over 300 volunteers who 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 is especially rewarding to see how the animals respond immediately to the love they receive while they are at the shelter. 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 place 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

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 needed 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 250 volunteers!

Mission

Friends is dedicated to the rescue, protection, and adoption of companion animals in need while inspiring the human-animal bond.

We meet our mission by:

- Saving 100% of healthy and treatable 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

Vision Statement

A community free of homeless and neglected pets.

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. Humane euthanasia is done only as a last resort and each case is always carefully considered. Before an animal is euthanized there must be unanimous agreement by at least 3 employees who are at the management level or above. It is important to note that every philosophy and every organization play an important role in ending companion animal homelessness and overpopulation!

General Statistics

- FAMD takes in nearly 1,800 animals each year (Dearborn strays and owner surrendered animals, plus out of city animals when space permits).
- About 700 animals are cared for in foster homes.
- Approximately 300 volunteers serve over 13,000 hours each year.
- Our current placement rate is 85%, well above the national average of 77%!

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
- Operation Feed Fido – food program for low-income pet guardians
- Sterilization and microchip vouchers – currently on hold due to COVID-19
- Community outreach and educational opportunities on animal welfare issues

Adoption Information

Our goal is to find qualified homes for all 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.
- If someone is interested in adopting one of our animals, direct them to the front desk to ensure the animal is available and to fill out an adoption questionnaire.
- 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 asked 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!

General Information

Animal Services & Administrative Center

For animal intake, lost & found, city services, and donation drop off.

2661 Greenfield Road

Dearborn, MI 48120

(313) 943-2697 ext. 6002

MetroDetroitAnimals.org

Monday - Friday: 12pm – 4pm

Saturday: 12pm – 3pm

Sunday: Closed

MaryAnn Wright Animal Adoption & Education Center

For animal adoptions and educational programming.

16121 Reckinger Road

Dearborn, MI 48126

(313) 943-2697 ext. 6001

MetroDetroitAnimals.org

Tuesday – Saturday: 12pm-4pm

Sunday & Monday: Closed

Volunteer Hours

Monday – Friday: 8am – 4pm

Saturday: 8am – 4 pm

& Sunday*: 8am – 4pm

Holidays*: 8am – 4pm

*Volunteers must be 18 years or older to volunteer on Sundays, holidays, and any day the shelter is closed to the public.

Key Shelter Staff

General Management

President & CEO	Kim Cross	kross@metrodetroitanimals.org
Human Resources Manager	Kathy Lash	klash@metrodetroitanimals.org

Shelter Operations

Director of Operations	Danielle Leonard	dleonard@metrodetroitanimals.org
Mgr. Animal Services Programs	Trish O'Donnell	todonnell@metrodetroitanimals.org
Adoptions Manager	Laura Hensley	lhensely@metrodetroitanimals.org
Animal Services Manager	Vickie Trimble	vtrimble@metrodetroitanimals.org
Manager of Facilities & Animal Enrichment	Stan Lewandoski	slewandowski@metrodetroitanimals.org
Program Manager & Grants Writer	Andrea Kuentz	akuentz@metrodetroitanimals.org
Events Manager & Development Operations	Lori Brauer	lbrauer@metrodetroitanimals.org
Manager, Marketing & Personal Giving	Sarah Rood	srood@metrodetroitanimals.org

Board of Directors

FAMD is managed by a Board of Directors. 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

Medical Director – Dr. Jeffrey Dizk

Judith Belknap
Alexandra Cattelan
Elaine Greene
Fred B. Johns
Al Kammerer
David Kocab
Jackie Lovejoy
Steve Pitsillos
Jim Street
Richard Truett
Julie Walker
Rande Medwed Wright

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 who are not available for adoption with the public. This includes animals who may be held in public areas, 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. 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 Hope's Heroes program, each year we can 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 (under 5 months) 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/app/uploads/2016/08/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 4 hours per month (for in shelter volunteers) or 8 hours a year (for fundraising & event volunteers). This requirement is flexible in 2021 due to COVID-19 restrictions with limited access to the buildings and very few offsite events or booths.
- 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. **Application:** *Potential volunteers will fill out an online application for the volunteer role of their choice. Our website/application will advertise only the roles that need volunteers at that time.*
2. **Orientation:** *Volunteers will complete an in-person orientation to learn shelter policies and procedures.*
3. **Training:** *Volunteers will participate in hands-on training sessions.*

Volunteer Termination

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

Scheduling & Volunteer Hours

Scheduling

Volunteer service is vital to FAMD's overall success. All in-shelter volunteers will be encouraged to establish a regular, recurring schedule. This helps ensure coverage of essential shelter duties.

If you sign up for an additional volunteer shift, please make sure that you are able to fulfill that commitment. While volunteer shifts are typically 2 to 4 hours long, there is no minimum or maximum limit on additional volunteer shifts.

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.

Log Your Hours

It is essential that we 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 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 must sign in and out from the volunteer log-in computer. 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 President and CEO 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 \$20.
- 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.
- No headphones.
- **Mask required during pandemic.**

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. 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 complete the volunteer onboarding process, starting with the online volunteer application. 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 nearest the front entrance should be reserved for shelter guests or customers. Volunteers should keep this in mind when parking their vehicle.

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 Department. If you are not satisfied with the resolution, you may escalate your complaint to the Director of Operations or the President. 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

Our volunteer network supports FAMD 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
- Cat Socialization
- Customer Service
- Adoption Counseling
- Dog Playgroups

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

Offsite Animal Work

- Fostering
- Dogs Days Out Field Trips
- Cat Adoption Centers

- Slumber Parties
- Animal Transport

Administrative Work

- Clerical Assistance
- Mailings/Phone Calls

- Photography
- Videography

Community Outreach

- Shelter Tours
- Dearborn Farmer's Market
- Animal Welfare Workshops

- Special Events
- Read to Rover for Youth
- Girl & Boy Scout Programs

Fundraising

- Mutt Strut
- Black Tie & Tails

- Donation Canister Program
- Golf Outing

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. Ensure all animals have toys and prepare enrichment items.
7. Teach dogs impulse control (play the click & treat game!)

Not sure what else to do? Ask a staff member how you can help!



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 who 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 are not displaying desired behaviors.

DO:

- Follow all animal handling procedures.
- Wash your hands/use hand sanitizer after returning an animal to their cage.
- Ask questions if you are not certain about an animal.
- Report any signs of illness (sneezing, coughing, diarrhea, vomiting, runny nose, watery eyes, poor appetite, lethargy, hair loss, etc.) to a staff member.
- Report all bites, scratches, slips or falls to the Manager on Duty 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 who 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

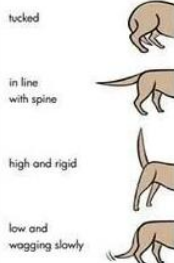
FEARFUL / ANXIOUS / STRESSED

In all cases, respect the dogs need for space and offer signs of appeasement and peace: See the Doggy Dos and Don'ts poster



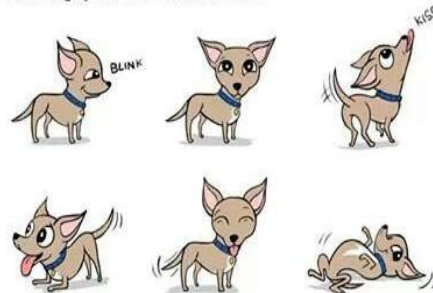
If not read correctly, stress, anxiety and fear often lead to behaviour commonly termed "aggressive", as the dog attempts to make it clearer that they are uncomfortable: raised hackles are a sign of fear:

TAIL POSITIONS



CONTENT / HAPPY / SOCIAL

These dogs pose no immediate threat.



TAIL POSITIONS



Handling Animals

Walking Dogs

- Volunteers are only permitted to walk dogs who have been temperament tested, unless you have attended and passed the additional required 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 have had additional FAMD Volunteer training).
- DO NOT walk any dog who 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 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 outside.
- When walking a dog, stay away from the driveway and road. Cars coming and going do not realize there are people walking dogs.
- Walk only on FAMD's property.
- If there is a playgroup going on in the play pen, walk your dog farther away so that the playpen dogs cannot see your dog.
- Remember to take a plastic bag to clean up after the dogs. Deposit waste in the buckets by the 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.
- Give treats as you see fit from the treat jars. (Be aware of additional cage signage that may say "No treats!")
- Throw the treat into the kennel. Do not stick your fingers through the fence.

Dog Grooming

- Always check with a staff member before you begin grooming.
- 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 to puppy appropriate places. Ask a staff member where puppies may spend time.
- Socialize puppies by gentle cuddling and playtime.
- Never leave the puppy unattended.
- Clean up any accidents using disinfectant.
- Do NOT handle puppies roughly or keep them out too long. They need rest and are susceptible to disease, so limit exposure.
- Clean 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 it 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
- Hair loss
- Coughing or sneezing
- Lethargy
- Skin or other abnormalities
- Runny eyes or nose

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:

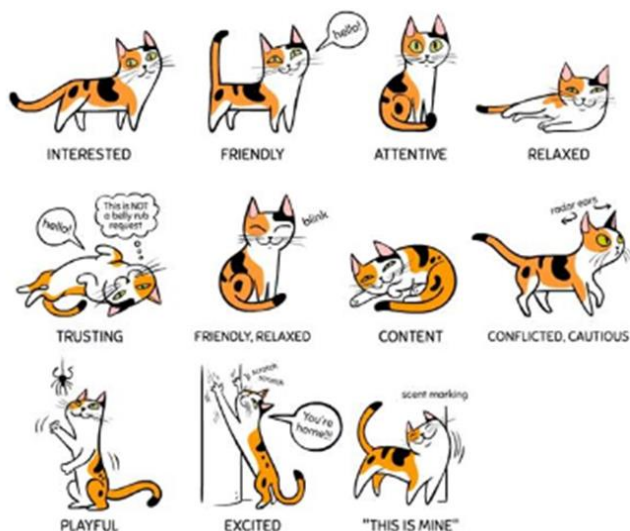
- Assess the cat before opening the cage. Notice its body language and read the cage card carefully. Any cat who does not have a cage card, check with a staff member.
- If the cat does not want to interact or come out of the cage, leave him/her alone or try coaxing him/her with a toy to come to the front 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

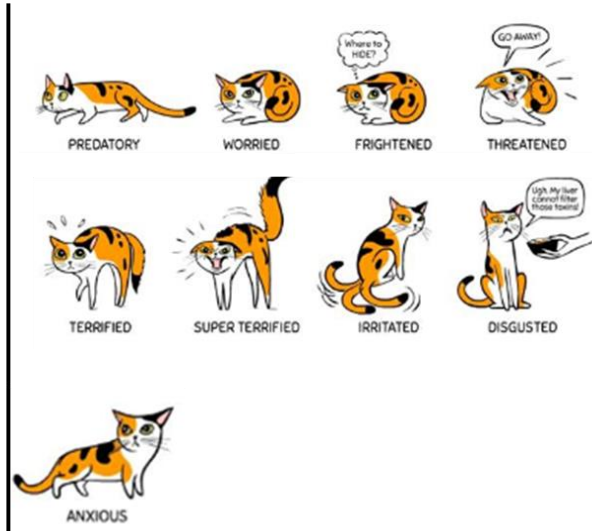
To ensure that no cats escape and that no one is hurt or bitten, follow these guidelines. Pay close attention to the cat's body language. Watch for signs of aggression and fear:

- 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, in your arms, or in an available meet & greet room.
- When holding a cat, stay near to their cage in case they become upset.
- Keep an interactive toy with you at all times and never use your hands as toys.
- Never allow multiple cats to interact if they are not already being housed together.

Feeding, Treats, & Toys

- Cats should always have fresh water. Use room temperature water.
- Cats are to be given food by shelter staff only. Each animal's diet is closely monitored.
- Volunteers may give out treats from the treat jar. Be aware of cage signs that say "No treats!"

Cat Grooming

- Cats should be groomed or 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 towels/washrags to wipe out debris.
- Make sure the water dishes are clean and free of food, litter, and newspaper.
- Dump litterboxes when necessary and refill with fresh litter.
- 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
- Diarrhea
- Blood or mucous in stool
- Hair loss
- Coughing or sneezing
- Lethargy
- Skin or other abnormalities
- Runny eyes or nose

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?

Be sure to look at all cage signage before interacting with an animal. Each animal should have a cage card with important and basic information such as: name, age, date arrived at the shelter, and interests/personality traits.

Other Cage Signs

- Walking Cards – Each dog has a card with rules/guidelines on who may walk them and their walking difficulty.
- Surgery Signs – After animals have surgery, they may not leave their kennel/cage for the night. For two weeks after surgery they must have short walks and limited activity.
- Misc. Signs – Animals often have signs with treat restrictions, warnings that the animal may dart out, and tips for walking/interacting.

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 near the sink. If time permits, put all dry items away in the designated area. We recommend wearing gloves when washing dishes as the dishwater can be hard on your hands!

Laundry

Volunteers can assist with laundry by loading the washer and dryer, folding clean items and returning them to their proper storage area. Ask a staff member if you're unsure where items go.

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. Rinse out bucket, put away mop, and place dirty mop head in the dirty laundry 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, tables, chairs, 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 (FeLV) - 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 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 over 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 and owner surrenders.

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 shelters 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 for cats and bully breed dogs.

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 313.943.2201. 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 Friends 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
- Naming Opportunities
- Special Cause Donations
 - Hope's Heroes – special medical needs rescues
 - New Shelter – help to complete Phase 2 and get everyone under one roof

Other Ways to Give:

- Wish List Items – Daily use items for the shelter such as blankets, food, and cleaning supplies.
- 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 or host a fundraising event!

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