



# Humane Animal Rescue of Pittsburgh's Wildlife Rehabilitation Center

## Volunteer Handbook

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# SECTION 1: INTRODUCTION

## 1.1 WELCOME!

On behalf of the Humane Animal Rescue of Pittsburgh's (HARP) Wildlife Center crew, we thank you for your interest in volunteering your time and talents. Volunteers are an essential part of the day-to-day operation of the Wildlife Center, and one of the most important parts of the continued well-being of the animals in our care.

Volunteering at a rehabilitation center is not an easy task but can be extremely rewarding. We hope that the passion that brought you to our doors flourishes and only becomes stronger in the fight to save local wildlife! We cannot express how grateful we are to have such an amazing group of volunteers working alongside our staff to fulfill our mission. While in the animal welfare industry, there are so many ups and downs, so if there is anything we can help with as you begin your volunteer work with us, please let us know!

Welcome to the Wild Side,

*The Staff of the HARP Wildlife Center*

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## SECTION 2: POLICIES

### 2.1 STANDARDS OF CONDUCT

HARP rules and standards of conduct are important, and the Organization regards them seriously. All employees and volunteers are urged to become familiar with these rules and standards. In addition, employees and volunteers are expected to follow the policies outlined in this document while doing their own jobs and conducting HARP business. Please note that any employee or volunteer who deviates from our policies will be subject to corrective action, up to and including immediate termination.

While not intended to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate dismissal:

- Any inhumane treatment or harm caused to HARP animals or animals served through our clinic
- Theft or inappropriate removal or possession of property or wildlife
- Possession, manufacture, distribution, sale, transfer, dispensation, use, or working under the influence of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of Company-owned or customer-owned property
- Disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Unauthorized use of telephones, or other Company-owned equipment
- Using Company equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory conduct

### 2.2 DRUG-FREE WORKPLACE POLICY

The Humane Animal Rescue of Pittsburgh recognizes alcohol and drug abuse as potential health, safety, and security issues. It is expected that all volunteers will assist in maintaining a work environment free from the effects of alcohol, drugs, or other intoxicating substances. Compliance with this substance abuse policy is made a condition of volunteerism.

Volunteers are prohibited from the following when reporting to any HARP events (both on and off site):

- The unlawful use, possession, transportation, manufacture, sale, dispensation, or other distribution of an illegal or controlled substance or drug paraphernalia
- The unauthorized use, possession, transportation, manufacture, sale, dispensation, or other distribution of alcohol
- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine (“controlled substance” means a drug or other substance as defined in applicable federal laws on drug abuse prevention)
- If a volunteer reports to HARP in a condition giving reasonable cause to suspect the influence of alcohol or illegal drugs, the volunteer will be asked to leave the premises immediately

## 2.3 SMOKE-FREE ENVIRONMENT POLICY

Our goal is to have a smoke-free environment. Smoking is never permitted in HARP work areas, including company vehicles and presenter areas.

Smoking is allowed only outside of the Habitat building or along the hillside to the right of the WLC. If smoking outside of the building, smokers must be at least 5 feet away from doors and building entrances, staying far enough away so smoke does not blow into the building. Smokers should be considerate of coworkers, volunteers, presenters, and other members of the public. There is *never* any smoking allowed near any animal enclosure. Cigarettes must be deposited in the appropriate containers.

## 2.4 VIOLENCE-FREE WORKPLACE POLICY

It is HARP’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, HARP will not tolerate violence or threats of violence of any kind in the workplace, at work-related events or outside of work if it affects the workplace. This policy applies to HARP employees, volunteers, interns, and presenters.

It would be considered a violation of this policy for any individual that engages in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or e-mail)
- Verbal conduct that is intimidating and threatens the health or safety of a co-worker
- Possession of firearms or any other lethal weapon on company property, in a vehicle being used on company business, in any company owned or leased parking facility, or at a work-related function
- Any other conduct or acts which management believes represents an imminent or potential danger to workplace safety/security

HARP will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, including immediate dismissal of

volunteers. Where appropriate and/or necessary, HARP will also take whatever legal actions are available and necessary to stop the conduct and protect employees, volunteers, and property.

## 2.5 VOLUNTEER/EMPLOYEE CONFLICT RESOLUTION POLICY

Problems, misunderstandings, and frustrations may arise in the workplace. It is HARP's intent to be responsive to our employees and volunteers regarding their concerns. Therefore, an employee or volunteer who is confronted with a problem may use the procedure described below to resolve or clarify their concerns.

### 2.5.1 INFORMAL GRIEVANCE RESOLUTION

HARP will make a good faith effort to achieve an informal resolution of a problem brought to its attention through direct consultation with all parties involved. Many complaints and conflicts can be resolved through open discussion between the parties involved and employees and volunteers are encouraged to engage in direct consultation with one another in an effort to achieve conciliation.

Informal resolution is a voluntary process of dispute settlement in which a neutral third party helps the involved individuals reach a voluntary resolution through negotiation, persuasion and problem solving. Mediation is conducted by the Volunteer Manager. Volunteers and staff members who agree to participate in voluntary mediation do not give up the right to file a formal grievance at a later time if informal attempts to resolve a problem have not been successful.

The mediation process is best utilized for resolving interpersonal conflicts and disagreements and is not intended to be used for resolution of alleged violations of agency policies, personnel misconduct and failure to meet performance standards. While a staff member or volunteer may desire to resolve a problem informally, HARP retains the right to conduct a formal investigation and take appropriate corrective action as it determines necessary.

If informal attempts to resolve a complaint or conflict are not successful or are not appropriate given the nature of the problem, a staff member may commence a formal complaint through the grievance procedure outlined below.

### 2.5.2 FORMAL GRIEVANCE PROCEDURE

**1) Step One:** Volunteers should initially discuss their concerns with the Team Lead or Rehab Staff on duty. If the complaint involves the Team Lead or Rehab Staff, the volunteer should schedule an appointment with the Volunteer Manager to discuss the problem that gave rise to the complaint within five (5) working days of the date the incident occurred.

The Team Lead or Staff should respond in writing to the complaint within five (5) days of the meeting held with the complainant volunteer.

**2) Step Two:** If the discussion with the Volunteer Manager does not resolve the problem to the mutual satisfaction of the volunteer and the Team Lead or Staff or if the Team Lead or Staff does not respond to the complaint, the volunteer may submit a written complaint to the Wildlife Center Director and a copy should be forwarded to Volunteer Manager. The submission of the written complaint is due within five (5) working days of the response from the Team Lead or Staff and must include:

- The problem and the date when the incident occurred.
- Suggestions on ways to resolve the problem.
- A copy of the Volunteer Manager's written response or a summary of his or her verbal response and the date when the volunteer met with the Manager. If the Manager provided no response, the complaint should state this.

**3) Step Three:** Upon receipt of the formal complaint, the Wildlife Center Director must schedule a meeting with the volunteer within five (5) working days to discuss the complaint. Within approximately five (5) working days after the discussion, the Wildlife Center Director should issue a decision both in writing and orally to the volunteer filing the complaint.

The Wildlife Center Director may call a meeting with the parties directly involved to facilitate a resolution. The WLC Director may gather further information from the parties involved. All involved individuals will be charged with the responsibility of not discussing the situation with any other volunteer or with the complainant volunteer.

#### **4) Step Four:** Additional guidance

If a volunteer fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem shall be considered settled on the basis of the last decision and the problem submitted by the volunteer shall not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may only be initiated by individual volunteers and not by groups of volunteers.

HARP reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ and the level of disciplinary action may also vary, depending upon factors such as the nature of the offense, whether it is repeated, the volunteer's work record and the impact of the conduct on the organization.

No one will be retaliated against for filing a complaint under this procedure. All complaints must be made in good faith.



## 2.6 VOLUNTEER CORRECTIVE ACTION AND DISMISSAL POLICY

### 2.6.1 CORRECTIVE ACTION

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Volunteer Manager or the Director of the WLC. Verbal or written warnings may be issued and may include:

- Additional supervision or retraining
- Reassignment or referral to another volunteer position
- Possible suspension or full dismissal from the HARP program

### 2.6.2 VOLUNTEER DISMISSAL

Volunteers who do not adhere to the policies and procedures of HARP or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the Wildlife Center Director. Grounds for dismissal may include, but are not limited to:

- Failure to meet or adhere to Standards of Conduct listed in Section 2.1
- Violation of program policies and procedures or PA and Federal animal laws
- Change of treatment plan to any animal without prior consent (i.e. change in medications, euthanasia, changes to habitat)
- Making unauthorized statements to the media
- Taking action with an animal without program approval for off-site visits, events, etc.
- Failure to complete required initial or ongoing training
- Failure to accept assignments over a period of three months
- No Call No Shows or excessive call-offs
- Failure to satisfactorily perform assigned duties
- Criminal activities

## 2.7 CONFIDENTIALITY POLICY

The purpose of this policy is to define the extent to which certain information, including but not limited to donor and presenter information, euthanasia policies and internal operations of the HARP will be kept private and confidential by the Humane Animal Rescue of Pittsburgh, its volunteers, staff and contractors, to fulfill the mission and goals of the organization.

The HARP expects and requires all volunteers, staff and contractors to keep confidential any sensitive or proprietary business-related information belonging to the HARP which has not been released to the public domain or generally made known to all stakeholders.

Such information includes but shall not be limited to:

- Confidential donor, customer, volunteer, or employee information such as donation amount, addresses, telephone numbers or other personal information
- Policies and procedures regarding the care of the animals
- Decisions made regarding the euthanasia process
- Disclosure of information which could defame, damage or reasonably damage the reputation of the HARP or its relationship with customers

*Humane Animal Rescue of Pittsburgh volunteers and staff shall be required to sign a Confidentiality Agreement. All signed agreements will be kept in employee files or volunteer permanent records.*

## 2.8 EUTHANASIA POLICY

Euthanasia is defined as a painless death. The staff of the HARP WLC uses humane euthanasia when it is deemed necessary. Only a paid medical staff member can make the decision to euthanize an animal. While we encourage an open relationship with our volunteers, volunteers cannot decide to try to dissuade the staff from this decision. Volunteers that attempt to dissuade the medical staff's decision to move forward with humane euthanasia will be subjected to corrective action up to and including dismissal.

This decision is made when there are no other treatments available that can help to restore the animal back to health. Euthanasia is not taken lightly; it is taking a life. Despite the human feelings that are associated with euthanasia, the animal's best interest is always the number one priority.

Injuries that impair an animal's ability to survive in the wild will result in euthanasia. An animal with injuries that cannot heal correctly or conditions that cannot be treated must be put down. Some examples are permanent nerve damage, compound fractures, severe head trauma, internal bleeding, and advanced illnesses that do not respond to treatment.

## 2.9 SOCIAL MEDIA POLICY

The social media policy applies to all employees, volunteers, contract employees and all interested parties associated with the HARP (collectively referred to as colleagues).

Social media, professional networking sites, rapid-fire communications, blog sites, and personal Web sites are all useful technologies; The HARP realizes this fact. Every colleague has an opportunity to express and communicate online in many ways, and HARP encourages an online presence. Above all else, everyone needs to use good judgment on what material makes its way online.

This policy will set forth guidelines that colleagues should follow for all online communications in reference to The HARP's Wildlife Center. This policy includes all social media platforms and personal blogs and websites.

## 2.9.1 PLATFORM OVERALL GUIDELINES

Any material presented online in reference to WLC by any colleague is the responsibility of the poster. We encourage all communication to be made in an identifying manner, to establish credibility above all else. Along with clear identification, colleagues must state that any opinion is yours individually and not a form of official communication from WLC.

The WLC also values confidentiality of the agency's presenters, donors, employees, and volunteers. We ask that information or opinions pertaining to these parties is never disclosed in online communications.

We also ask that information or opinions related to the internal operations of HARP be held confidential and that you do not make any statements via online communications that would damage or reasonably damage the reputation of the WLC or its relationship with customers or volunteers.

The WLC colleagues are encouraged, when using social networking sites, to use the following guidelines:

- Be relevant to your area of work or expertise
- Do not be anonymous
- Maintain professionalism, honesty, and respect
- Apply a "good judgment" test for every activity related to online communication
  - Could your postings negatively affect HARP's relationship with the community?
  - Could your posting possibly limit adoptions/donations by community members?
  - Could your posting negatively affect HARP WLC's partnerships within the community?

## 2.9.2 SPECIFIC SOCIAL MEDIA AND PHOTOGRAPHY POLICY

HARP Wildlife Center has a strict social media and Photograph Policy to stay in compliance with its permits with U.S. Fish & Wildlife Service, Pennsylvania Game Commission and United States Department of Agriculture. In addition, photos and videos depicting inappropriate actions or comments on the Wildlife Center are extremely detrimental to the reputation of the agency. Social platforms are very public forums that can also be educational. Photos that depict inappropriate handling of wild animals will send the wrong message to uninformed people. Volunteers are expected to abide by the rules listed below.

Volunteers Must:

- Ask for the rehabilitators' permission BEFORE taking photos, explaining what pictures they are interested in taking
- Please submit photos/videos to the Clinic Manager or Director of Wildlife Rehabilitation for approval before sharing online
  - Violators will receive disciplinary notices and possible dismissal if found taking photos without prior permission

Preferred Photos:

- Depict rehabilitation in action with staff, interns, and volunteers
- Depict circumstances requiring interventions (as in orphaned or injured animals)
- Show a visible barrier between the handler and the animal, ie gloves and personal protective equipment (PPE)
- Depict medical conditions that result in the need for rehabilitation. These types of photos are good for credibility of our work
- Demonstrate key concepts that are aligned with our messaging (wild fostering, humane harassment, respect for wildlife, preventing “abduction”, etc)
- Highlighting young patients
- Photos/videos of any HARP Wildlife Center Education or Outreach programs and events or Educational Ambassadors must clearly show people maintaining a distance of at least 4’ from the animal

Photos that are NOT Permitted:

- Person cuddling or posing with animals
- Selfies of any kind
- Handling any animal without proper PPE
- Animal is posed or with un-natural props
- Depict inappropriate animal or human behavior or implying a bond
- Photos/videos of Wildlife Center rehab patients that have been explicitly noted as a “No Photos Please” animals
  - These would include critically ill or injured animals, endangered species, high stress species, or animals held for court cases

***All submitted photos may be used by HARP for promotional purposes.***

## 2.10 NO TALKING POLICY

When at the Wildlife Center, we request that volunteers refrain from having conversations in the clinic spaces where patients are held. There is to be no unnecessary talking in the patient spaces; human noises can be very stressful to the wildlife, especially if the animals are in shock or in pain. Animals are not able to differentiate between a human talking “to them” and talking merely around them. Our young, infant patients are particularly impressionable and talking around them cause’s habituation. This is detrimental to our goal as a habituated animal is not able to be re-released.

The WLC recognizes that some talking within the clinic is necessary for proper function. Only acceptable reasons for talking within a patient space are the following;

- Being trained on that specific space
- Radioing an Animal 911
- Asking a question in regards to your assigned space

We also recognize that volunteering is not only for the joy of giving back to PA wildlife, but also a social experience. We do not want to deter social conversations, we just ask that you step into the following spaces before having a social interaction: volunteer break room, hallway leading to the runs, menagerie, rat room, kitchen area or outside of the clinic.

If you are found speaking directly to a patient or having unnecessary conversations in patient spaces the WLC reserves the right to corrective action.

### 2.10.1 CELL PHONE POLICY

The WLC asks all colleagues to please turn their phone on silent or vibrate mode (especially if you have a loud ring tone). If you need to take a call, please do so in the volunteer breakroom, kitchen area or step outside. Volunteers that fail to comply with the phone policy three (3) times in a month will be sent home. They will also meet with the Volunteer Manager before being permitted to return to their shift.

## 2.11 SHIFT POLICY

The WLC relies heavily on its volunteers to ensure that all of the animals are properly cared for. It is essential that volunteers commit to a shift to ensure that all of the jobs are completed and the animals are cared for. Picking a specific shift allows staff to know which volunteers will be at the HARP Wildlife Center and when they will be there. After the onboarding process, volunteers are asked to commit to a weekly shift. The day of week chosen will be discussed with the Volunteer Manager, as well as the shift time. Our shifts for regular volunteering are seven days a week, 8am-12pm, 9am-1pm, or 12pm-4pm. Nursery shifts are on a TBD basis, seven days a week, between the hours of 7am and 8pm.

### 2.11.1 SHIFT COMMITMENTS

Volunteers under 65 years old are required to commit to at least one 4-hour shift a week but may do two at the most. Volunteers may stay longer than their shift but are **NOT** permitted to stay past closing time unless directed by staff. This does not include events or tours. Volunteers are encouraged to participate in events/tours as much as possible.

Volunteers 65 years and older, as well as Seasonal Nursery Attendants, are permitted to work one 2-hour shift a week if they desire. They must commit to one shift per week but are permitted to do two at the most. This does not include events or tours. Again, volunteers are encouraged to participate in events/tours as much as possible.

*Volunteers that are not able to fulfill their commitments for a period of 3 or more months will be moved to the "inactive volunteer" list. They will also be removed from the volunteer communications list. If circumstances change and the volunteer is able to resume their previous commitment, they may be reinstated without further training, at the discretion of the Director.*

All Seasonal Nursery Attendants under the age of 18 must be accompanied by a parent or guardian for all shifts.

### 2.11.2 CALL-OFF POLICY

Since the WLC relies heavily on its volunteers to ensure that all of the animals are being properly cared for, it is essential that volunteers notify staff when they cannot make their shift so that staff can ensure that all jobs are being completed in a timely fashion. Listed below is the appropriate call-off procedure:

Volunteers are required to notify the Volunteer Manager at least 48 hours prior to their shift if they will be more than 20 minutes late or need to leave early. If it is less than 48 hours before, please call the Wildlife Center clinic directly. This is in place to ensure that the clinic staff can make the proper edits to the daily agenda, so tasks are completed in an appropriate amount of time. If you need to call-off entirely, please follow the procedure below.

#### *CALL-OFFS: MORE THAN 48 HOURS BEFORE SHIFT*

- Volunteers are required to update their schedule on Volgistics OR contact the Volunteer Manager to inform her that they will not be able to make their shift

#### *CALL-OFFS: LESS THAN 48 HOURS BEFORE SHIFT*

- Volunteers are required to **CALL** the WLC Clinic line directly at (412)-345-7300 x 500, if you do not reach anyone please leave a voicemail to ensure that the clinic has the information
- Additionally, volunteers are still required to update their schedule on Volgistics and contact the Volunteer Manager to inform that they were unable to make their shift that day

### 2.11.3 POLICY VIOLATIONS

Volunteers that are frequently late without informing staff first will be suspended from volunteering and required to meet with the Volunteer Manager before they are permitted to volunteer again at the Wildlife Center. **Two no call/no shows will result in dismissal from the volunteering program.**

### 2.12 INCLEMENT WEATHER POLICY

In the case of a severe weather threat, such as a severe snow storm, please do the following:

- When severe weather is expected, please make an extra effort to check your email.
- The clinic staff will plan to get every animal fed and every volunteer home safely.
  - If the weather strikes during business hours, everyone will be sent home.
- If you know that you will not be able to make your shift, you must get in touch with the Volunteer Manager by email or update your schedule on Volgistics and also **CALL** the Center directly. If you do not get a physical person, please leave a voicemail so the clinic has the information.
- If the majority of volunteers call off or if the staff members scheduled that day know that they cannot make it to the Center on time during bad weather, the Director will call a STATE OF EMERGENCY.

- An email will go out immediately to instruct those that can make it in as to what time to show up.
- If you live close to the Center, or have a 4-wheel drive vehicle and you know that you will be able to make it in, please let the Volunteer Manager know by email and CALL the Center (again, please leave a message), this will help the decision making process.
- DO NOT TRY TO BE A HERO! Never put yourself in a dangerous situation to get to the Center. We can always come in later, once the roads are cleared!

### **Important Phone Numbers**

Wildlife Center Phone: 412-345-7300 ext 500

Wildlife Center Volunteer Manager Office Phone: 412-345-7300 ext 233

## **2.13 NAME TAG POLICY**

It is imperative for all Humane Animal Rescue of Pittsburgh volunteers to wear name tags at all times. This serves many purposes including: allowing people to know everyone's name, offering a uniform and professional look, and making your qualifications evident to not just staff, but the public as well.

Volunteers will be issued a name tag by the Volunteer Manager once they have completed orientation.

Volunteers that fail to comply with the policy three (3) times in a two-month period will be sent home and will be required to meet with the Volunteer Manager before being permitted to return to their shift.

## **2.14 WALKIE-TALKIE POLICY**

It is the intention of HARP to ensure the safety of all staff and volunteers. Since much of the work done at the Wildlife Center is independent, and can involve dangerous animals, Walkie-Talkies are to be used at all times to keep lines of communication open. Volunteers are required to carry a walkie with them at all times during their shift. Walkies can be used for general questions as well as an Animal 911 (aka an emergency).

If an emergency occurs, please name your location and ask for staff assistance. Animal 911's include but are not limited to the following;

- An animal has escaped
- An animal is actively bleeding
- An animal is non-responsive
- An animal has not eaten its diet

If an animal has escaped, you are not to leave the animal alone under any circumstances. You must always keep your eyes on the escaped animal until staff can get to you to help catch the animal. This includes if you take an education ambassador outside. Failure to utilize the

walkies in an event of an animal emergency, or not having a walkie on your person when an emergency occurs will result in corrective action up to and including dismissal from the volunteer program.

## 2.15 RABIES VECTOR SPECIES (RVS) POLICY

Volunteers 18 years of age and older that wish to work with RVS must obtain the following prior to working with an RVS (Raccoons, Groundhogs, Striped Skunks, Bats, Coyotes, Foxes):

- Prophylactic rabies vaccination series (*this is a series of 2 vaccinations given over a specific period*)
- A titer count can be taken 2 weeks after receiving the final vaccine, but the individual can begin learning the RVS spaces once this 2-week period has been completed as the vaccine will be effective in their system
- An updated titer must be taken every 2 years to ensure an acceptable level of protection, you must have an antibody level of greater than or equal to 0.5IU/mL
- The volunteer must attend an RVS certification class, offered by the PA Game Commission through Centre Wildlife Care. This class is historically offered each spring and fall, virtually. If you receive the vaccines later in the season, you can begin training before taking the class with the understanding that you will attend the class once it is offered.
- The volunteer must also acquire and review the WLC RVS Handling manual
- Documentation to the Volunteer Manager is required, confirming vaccines, dates administered and an acceptable immune response according to WHO (World Health Organization)

Furthermore, all vaccines, blood work, and certifications are done at the Volunteer's expense. A new titer test must be turned into the Volunteer Manager every 2 years after the initial test. If the volunteer's titer count goes below the acceptable range, the volunteer will be responsible for receiving a booster shot.

Serious injury can result from contact with most of these species and because of this, volunteers will work with the RVS *only* at the medical staff's discretion. All volunteers will be given training prior to being assigned to RVS spaces solo.

If exposure does occur, the animal must be sent for rabies testing at the Allegheny County Health Department. The State and Federal Government does not recognize the patient's vaccine record and the animal will still need tested. If the specimen is positive, the individual exposed will need to immediately seek medical attention at the closest Emergency Room. Because of the pre-exposure vaccine series, the process is as follows;

- Inform the ER that you have your pre-exposure vaccine series
- It will be a series of 2 vaccines on day 0 and day 7, receiving your first post-exposure vaccine on day 0 and then returning for your second post-exposure vaccine on day 7



- DO NOT let the medical staff inoculate you with the rabies immunoglobulin, receiving this for the second time will cause your system to attack itself, resulting in you becoming *extremely* ill.

### 2.15.1 POLICY VIOLATIONS

Under state law in compliance with the CDC, an exposure is defined as when someone has been bitten, skin is broken, and the bloodstream comes in contact with the saliva of an RVS. If this occurs, we are obligated to humanely euthanize the animal and submit it to the Allegheny County Health Department for rabies testing. While protective gear is worn at all times in our RVS spaces, we understand that sometimes animals can rip through the PPE and an exposure can occur.

If exposure/injury does occur while handling an RVS patient, medical staff must be notified immediately. A rehabilitator will collect the animal for testing, required by law, regardless of vaccination history as it is an exposure. An incident report must be filed with the Volunteer Manager. Failure to report any injuries are grounds for immediate dismissal from the WLC volunteer program.

### 2.16 MAINTENANCE POLICY

HARP strives to provide a safe and efficient work environment for both humans and animals. If a volunteer finds a needed repair, they are to notify the Clinic Manager. All repairs must be authorized via the Maintenance Manager before undertaking the project. The Maintenance Manager will determine if the job can be completed by volunteers that are willing to assist. If a job is determined to be completed via volunteer help, the involved volunteers must sign out tools with the Volunteer Manager. All tools must be returned at the end of the shift.

If unauthorized repairs are made, disciplinary action will be taken.

### 2.17 VISITOR AND PERSONAL GUEST POLICY

The staff is aware that exciting and unique things happen every day at the Center. The staff also understands a volunteer's desire to share their work with friends and family. If a volunteer wishes to invite a friend or family member for a tour (not during the volunteer's scheduled shift), arrangements must be made with the Volunteer Manager or Humane prior to the tour. Under no circumstances are volunteers permitted to bring guests to the clinic without receiving prior permission.

### 2.18 RETURNING STUDENT POLICY

Individuals whom leave or take a leave of absence in order to return to academia will be removed from the active volunteer and email lists. They must notify the Volunteer Manager of

any desire to return to volunteering before actively doing so. These individuals are subject to re-admittance via the Volunteer Manager and the Wildlife Center Clinic Manager. They may also be subject to additional training. They will only be placed on the active volunteer email list providing they can commit to six months or longer of returned service. Approval of return reinstates the requirement to adhere to all volunteer policies.

## 2.19 END OF VOLUNTEER SERVICE POLICY

If at any time you wish to end your volunteer position for any reason, please alert the Volunteer Manager as soon as possible.

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# SECTION 3: GENERAL PROCEDURES

## 3.1 EMERGENCY ACTION PLAN

We recognize that our people drive our business. As our most critical resource, employees and volunteers are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

In the event of an emergency, staff is ready to implement any emergency protocol set forth by the Director, to ensure everyone's safety. But it is important that all colleagues stay calm and think through all actions.

We ask all volunteers to be aware of your surroundings:

- Know where exits and fire extinguishers are located
- In the event of any emergency, leave the building via the closest exit
- Should an event occur that would require evacuation, employees and volunteers are to meet in on the hillside to the left of the clinic for a head count and further instructions

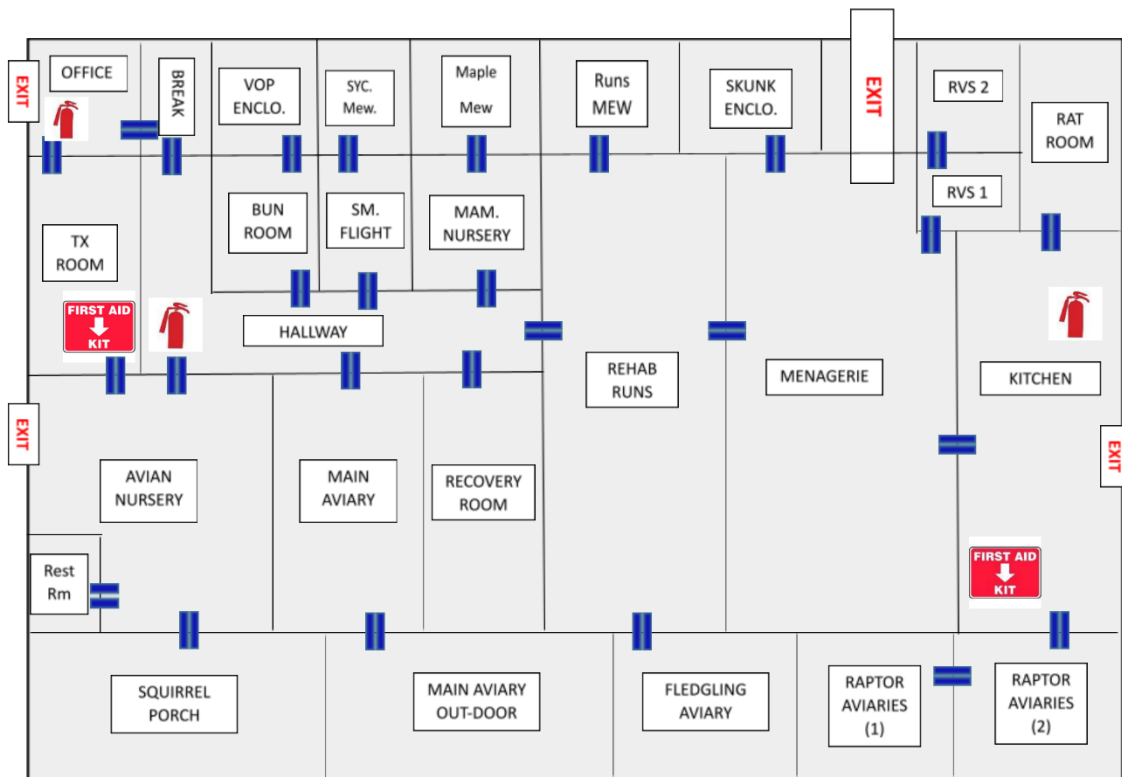
It is also important to know general emergency numbers and how to dial out via the clinic phone system. In order to dial out, you must press 9-before dialing any phone number.

### 3.1.1 FIRE AND EVACUATION:

- Employees, volunteers and visitors are notified of a fire by the fire alarm system.
- Upon hearing the alarm, immediately evacuate the building using the closest exit. Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.
- Do not delay evacuation to remove animals.

- Any employee, volunteer or customer having mobility, visual, hearing, or other conditions that may hinder them from becoming aware of an emergency or evacuation may require special assistance at time of emergency.
- If any employee, volunteer or known guest/visitor is missing, immediately report the missing person's name to a Director who will in turn report it to the proper company and civil authorities.
- All employees and volunteers should stay together on the hillside (or another location deemed appropriate) so periodic updates on the situation can be communicated. Do not go home, wait in your car, return to the building, or go to another building unless directed by a Director to do so.
- Safety Committee members will be responsible for conducting a last sweep of their areas to make sure everyone has evacuated their area of the building.
- Safety Committee members will be responsible for conducting a last sweep of their areas to make sure everyone has evacuated their area of the building.

WLC Clinic Building (revised 2023)



### 3.1.2 MEDICAL EMERGENCY

- Upon discovering a medical emergency, call (9) 9-1-1.
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.

- Send one person to alert Staff so they can notify family members of the ill/injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

### 3.1.3 WORKPLACE VIOLENCE

- Any colleague who feels that (s)he has been threatened should immediately report their concern to the Volunteer Manager or other Staff on duty.
- If you observe anyone, including presenter, exhibiting threatening behavior or making threatening statements, warn others via Walkie Talkie and immediately notify the Wildlife Center Director. Stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, (9) 9-1-1 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior yourself.

## 3.2 GENERAL SAFETY PROCEDURES

The Humane Animal Rescue of Pittsburgh wants to ensure that our employees and volunteers remain safe and injury-free. We expect our employees and volunteers to refrain from horseplay, careless behavior and negligent actions. It is Humane Animal Rescue of Pittsburgh's policy to maintain a safe and secure working environment for all employees, volunteers, visitors and clients.

All volunteers must be 18 years old or so that they may work hands-on with all adult patient species. The only exception to this rule is for Seasonal Nursery Attendant volunteers, whom must be 16 years old or older to volunteer at HARP Wildlife Center and all Seasonal Nursery Attendants under the age of 18 must be accompanied by a parent or guardian for all shifts.

While working, employees and volunteers must observe safety precautions for their safety and the safety of others. All work and public areas must be kept clean and free from clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor.

If you are involved in an accident, you must comply with the following procedure:

- Report the accident to a Staff member immediately.
- Fill out an incident report regardless of the severity of the injury and return it to the staff member on duty
- HARP is not responsible for volunteer injuries on-site or at off-site events.
- While volunteers are not covered under the agency's Workman's Compensation Insurance, it is recommended that in the case of an injury that involves broken skin, medical care is obtained.

Incident reports can be found at the front desk of the Clinic.

Please adhere to all rules and procedures learned throughout your training to reduce the chance of injury while working with the animals. Failure to do so may result in injury to you or other people and animals and dismissal from the volunteer program.

### 3.3 VOLUNTEER SERVICE RECORD

The volunteer service record is the method of reporting and documenting volunteer hours. This documentation of volunteer service hours is important, as it is often used by nonprofits for purposes such as board reports or in making grant requests.

All volunteer hours must be logged after every shift through Volgistics. This documentation must occur every time you participate in a volunteer activity. This includes hours expended on animal care, training activities, meetings, and educational or fundraising events.

### 3.4 GENERAL VOLUNTEER PROCEDURE

#### 3.4.1 VOLUNTEER ATTIRE AND PERSONAL BELONGINGS

Your pride in both yourself and as a representative of our organization is reflected in your appearance and image you create. We feel our business image is important and request that our trainees and volunteers maintain standards of dress and appearance appropriate to the organization as a whole and your individual position responsibilities. Dress, grooming, personal cleanliness, and professional behavior standards contribute to the professional image we present to our customers and visitors.

What to Wear:

- Jeans, scrub-type pants, Capri pants or Bermuda-type shorts (those that are about 1 inch above the knee).
- Shoes that are safe for an active/wet work environment, such as rubber boots, or tennis shoes.
- Unbranded t-shirts, tank tops, or sweatshirts
- Comfortable clothes that you are not worried about becoming soiled.

What Not to Wear:

- Jeans with holes, excessive rips or tattering.
- Open-toed shoes
- Any clothing item displaying an offensive comment or graphic illustration.

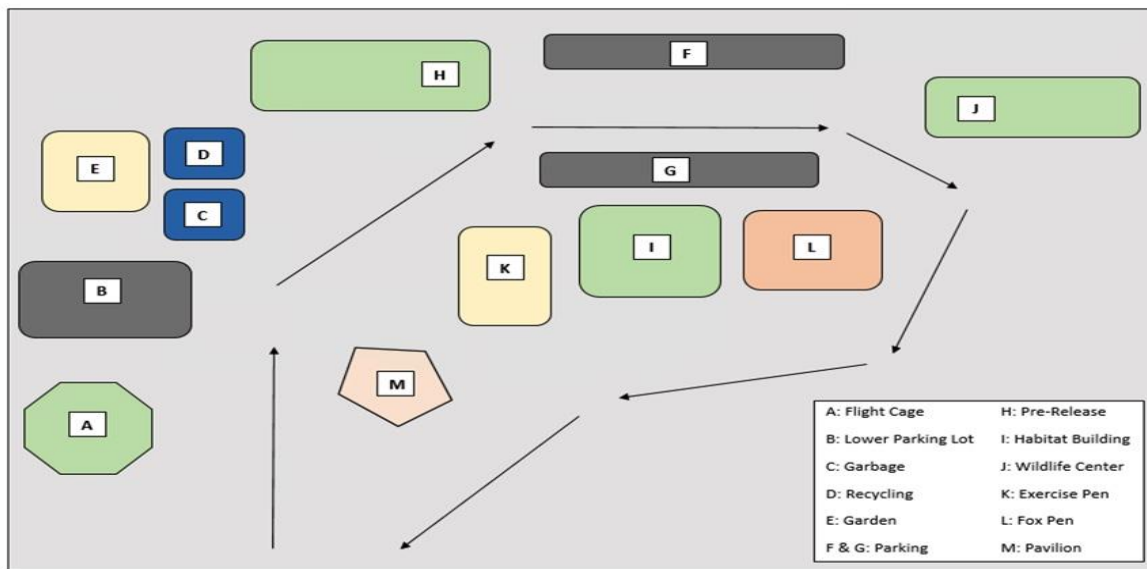
Volunteers *WILL* get dirty during their shift. While HARP does give one shirt to each volunteer at no cost, additional HARP shirts will be made available for purchase through the Volunteer Manager.

All personal belongings can be stored in the Volunteer Break Room. Lunches and food items should be stored in the refrigerator in the break room. No belongings should be left in the Wildlife Center Office. Valuables should be kept locked in your personal vehicle during your shift.

### 3.4.2 PARKING

The Center has limited parking. Volunteers may park along the retaining wall up to, but not past the One Way Sign, in the small lower lot to the right of the Center and along the side of that section driveway. Parking vehicles that block the Raptor Row portion of the driveway or other cars from leaving is *NEVER* permitted. Volunteers are also welcome to park in the gravel lot below the Pre-Release building. The driveway loop around the buildings is One Way. Please avoid parking in any grassy areas.

HAR Wildlife Center Campus: 17 acres



### 3.4.3 EATING AREAS

Volunteers that wish to eat during their shift are welcomed to use the Volunteer Break Room or Conference Room in the Habitat Building, and the deck of the Habitat Building. Snacks are often left in the Break Room. Please feel free to help yourself, but make sure to clean up after yourself. *No food is to be left out overnight!*

### 3.4.4 MEETINGS AND TRAINING CLASSES

The WLC holds bi-monthly Volunteer Meetings, typically on weekend mornings in the Habitat Building's Conference Room. While attendance is not mandatory, it is strongly recommended to attend. If you are unable to attend, we email out the notes from each meeting.

The WLC also provides certain training classes, such as our baby mammal class, which are mandatory in order to participate in certain activities. We advertise these classes in advance via email so please be sure to keep a look out.

### 3.4.5 GENERAL VOLUNTEER REQUIREMENTS

All HARP Wildlife Center volunteers must complete the following before beginning their volunteer shifts:

- Have a functional and accessible email address
- Fill out the HARP Volunteer Application
- Obtain ACT 34 – Criminal Record Check
- Provide proof of a Tetanus immunization from within the last 10 years
- Review and sign the following Wildlife Center papers:
  - Confidentiality Agreement
  - Dangerous Animal Handling Policy
  - Human Injury Policy
  - Photo and Social Media Policy
  - Receipt of Acknowledgement of the HARP Wildlife Rehabilitation Center Volunteer Handbook
- All volunteers under the age of 18 and the parent or guardian that will be accompanying them to every shift must complete all of the above as well
- Must be interviewed, complete orientation, and take/pass the Wildlife Center Volunteer Handbook Quiz with a score of 80% or higher
  - It is at the Volunteer Manager's discretion to accept a Volunteer Questionnaire in lieu of an interview
- Nursery Attendants must take the Baby Bird and/or Mammal trainings, depending on which species they want to work with, and then pass the associated quizzes with a score of 80% or higher.

### 3.4.6 ADDITIONAL WILDLIFE CENTER VOLUNTEER OPPORTUNITIES

These volunteer opportunities are only available to regular Wildlife Center Volunteers in Animal Care, Quality Care, or Nursery Care, with the exception of Single Day of Service and Capture and Transport

- Release Team
  - The release team assists with the release of our patients back into the wild.
  - To be on the release team, you must:

- Have reliable transportation you are willing to put animals (in carriers) in
  - Watch a virtual presentation and pass the associated quiz with a score of 80% or higher
- Release Site Member
  - Release site members own a property that is used by our center to release wild patients. A variety of sites allows us to place animals in their ideal habitat without overpopulating a certain area.
  - To be a release site member, you must:
    - Allow us to use your property. We come to you with release animals and notify you beforehand to get your approval and to schedule a date and time. You are welcome to be present for releases
    - Apply on our website and have your property accessed and approved by the Release Site Coordinator
      - Properties should be wooded and have a decent amount of space
- Foster Team
  - The foster team assists with caring for baby mammal patients in their own homes
  - To be on the foster team, you must:
    - Have a designated warm, quiet space in your home to house patients away from other animals and humans
    - Watch the virtual Foster training and Baby Mammal training, and then pass the associated quizzes with a score of 80% or higher
    - Have attended several in-person training sessions with staff and have demonstrated experience/confidence in feeding baby mammals
    - Bring in the animals for regular check-ups by our medical team
- Capture and Transport
  - Available after 5 years of volunteer experience
- Single Day of Service
  - If you work for a company or are part of a club/organization that is interested in a day of service, please inquire to the Volunteer Manager

### 3.4.7 DURING YOUR SHIFT PLEASE REMEMBER:

- The facility must be kept clean at all times.



- Never let the public past the designated public viewing areas.
- Be friendly, courteous, and cooperative to all presenters of animals, other volunteers, and staff.
- Be neat and accurate in all logs.
- Ask the Staff or Team Leads questions if you are not sure of something.
- No volunteer or staff phone numbers are to be given out to anyone without the permission of that person.
- Rehabilitation animals should not be handled or spoken to/in front of unless absolutely necessary.
- Any and all treatments and animal behavior should be recorded on that animal's chart.

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## SECTION 4: GENERAL WLC INFORMATION

### 4.1 WHO WE ARE

The Humane Animal Rescue of Pittsburgh's Wildlife Center is a fully licensed wildlife rehabilitation clinic specializing in the care and treatment of injured, orphaned and ill native PA wildlife. All animals are admitted to our clinic with the goal of releasing them back into the wild as healthy individuals.

### 4.2 LOCATION

6000 Verona Road, Verona PA 15147, Allegheny County

### 4.3 SERVICES OFFERED BY HARP WLC

- Wildlife rehabilitation to native wildlife of Pennsylvania, with exception to White-tailed Deer, Bear and Venomous Snakes (we do not accept "nuisance" wildlife)
- Phone advice on how to humanely handle common wildlife situations
- Wildlife Education programs
- Volunteer and College Internship opportunities
- Facility tours

### 4.4 HOURS OF OPERATION

Hours of admission vary by season and staff coverage. Staff and volunteers are on site seven days per week, including all weekends and holidays. We are open to the public and accepting patients every day from 8am to 4pm with the exception of national holidays. Check with the Volunteer Manager for current hours.

## 4.5 HARP WLC STAFF

**Director of Wildlife Rehabilitation**

412-345-7300 ext 512

**Katie Kefalos**

[kkefalos@humaneanimalrescue.org](mailto:kkefalos@humaneanimalrescue.org)

The WLC Director oversees all daily operations of the WLC and works as a liaison to the Shelter and licensing government agencies. Contact the WLC Director if you have an unresolved issue or question.

**Wildlife Center Volunteer Manager**

412-345-7300 ext 233

**Chelsea Poteet**

[cgale@humaneanimalrescue.org](mailto:cgale@humaneanimalrescue.org)

The WLC Volunteer Manager handles matters concerning policies and procedures, scheduling, issues with other volunteers or with staff, questions about volunteer training and job shadowing, and inquiries about community service opportunities.

**Manager of Wildlife Rehabilitation**

412-345-7300 ext 502

**Colleen Dougherty**

[cdougherty@humaneanimalrescue.org](mailto:cdougherty@humaneanimalrescue.org)

The WLC Clinic Coordinator handles all intern questions, rehab questions, Education Animal emergency health issues (i.e. bleeding, diarrhea, abrupt changes in temperament), rehab caging issues, and inventory needs.

**Wildlife Center Licensed Rehabilitators**

412-345-7300 ext 508

**Annie Beliles (Intern and Foster Coordinator)**

[abeliles@humaneanimalrescue.org](mailto:abeliles@humaneanimalrescue.org)

**Lauren Gibbons (Release Site Coordinator)**

[lgibbons@humaneanimalrescue.org](mailto:lgibbons@humaneanimalrescue.org)

**Lee Ann Hill (Medical Supervisor)**

[lahill@humaneanimalrescue.org](mailto:lahill@humaneanimalrescue.org)

**Wildlife Center Rehabilitators**

412-345-7300 ext 500

**Sharif Khan**

[skhan@humaneanimalrescue.org](mailto:skhan@humaneanimalrescue.org)

**Taylor Morgan**

[tmorgan@humaneanimalrescue.org](mailto:tmorgan@humaneanimalrescue.org)

WLC Rehabilitators and Licensed Rehabilitators handle rehab questions, Education Animal emergency health issues (i.e. bleeding, diarrhea, abrupt changes in temperament), rehab caging issues, and inventory needs.

**Helpline Coordinator**

412-345-7300 ext 500

**Al Gaito**

[agaito@humaneanimalrescue.org](mailto:agaito@humaneanimalrescue.org)

WLC Helpline Coordinator answers phone calls, intakes patients and manages computer systems for the clinic.

Humane Educator

412-345-7300 ext 503

Sandi Comunale

[acomunale@humaneanimalrescue.org](mailto:acomunale@humaneanimalrescue.org)

Humane Educator can be contacted to schedule a tour or an education program, to sign up for tours, helping with education programs and info tables, and for questions about upcoming info tables. This staff member also handles the following for the Education Animals: General husbandry questions, behavior questions, enrichment questions, caging issues, and minor (non-emergency) health issues.

Humane Educator

412-345-7300 ext 510

Katie Campbell

[kcampbell@humaneanimalrescue.org](mailto:kcampbell@humaneanimalrescue.org)

Humane Educator can be contacted to schedule a tour or an education program, to sign up for tours, helping with education programs and info tables, and for questions about upcoming info tables. This staff member also handles the following for the Education Animals: General husbandry questions, behavior questions, enrichment questions, caging issues, and minor (non-emergency) health issues.

## 4.6 SUMMARY OF WILDLIFE LAWS

### MIGRATORY BIRDS

(Any species of bird, which crosses a State Line) With few exceptions, state and federal laws protect most wild birds. In general, the possession of any wild birds, their bodies, parts, feathers, nests, or eggs requires a state and/or federal permit. Private citizens are not permitted to keep these animals as pets, kill, trap, harass, purchase or sell, transport, or hold captive for any reason. (This includes the keeping of feathers or bodies that have been “found on the ground.”) Game birds, which may be legally hunted such as grouse, turkeys, and waterfowl, may be possessed if they have been killed by legal means and according to the terms of state and federal hunting laws. Domestic waterfowl, turkeys, pigeons, English sparrow, and starlings are not protected species.

WHILE IT IS TECHNICALLY ILLEGAL FOR A PRIVATE CITIZEN TO POSSESS MIGRATORY BIRDS WITHOUT A PERMIT, IF A CITIZEN IS ACTING IN GOOD FAITH TO RESCUE AN INJURED OR ORPHANED BIRD AND TRANSPORT IT PROMPTLY FOR APPROPRIATE CARE, THEY ARE GENERALLY ALLOWED TO DO SO.

To legally possess any migratory bird, an individual must have **BOTH** a state and a federal permit.

### GAME AND FURBEARING ANIMALS

These include any animal for which there is a trapping, hunting, or fishing season such as squirrel, rabbit, deer, bear, bobcat, raccoon, opossum, fox, skunk, beaver, otter, mink, etc. The same restrictions apply to these animals that apply to migratory birds, except that only a state permit is required if the animals are not to be taken across a state line.

## ENDANGERED AND THREATENED SPECIES

The same prohibitions exist for these species as for migratory birds, except the penalties for violations are much more severe.

## ALL OTHER SPECIES

There are presently little protection for species that do not follow under the above criteria. However, legislation is currently being drafted. For specific questions, please contact the Pennsylvania Game Commission.

## 4.7 FEDERAL AND STATE PERMITS

**Permits are not given to people to keep native wild animals as pets.** Permits for possession, rehabilitation, education, salvage, propagation and scientific research may be obtained by professionals. Federal permits are applied for and obtained through the U.S. Fish and Wildlife Service Regional Office. State permits are applied for through the Pennsylvania Game Commission.

THE HARP WILDLIFE CENTER STRONGLY RECOMMENDS AGAINST KEEPING ANY WILD ANIMAL AS A PET. MOST INDIVIDUALS ARE UNABLE TO ADEQUATELY PROVIDE FOR THE ANIMAL'S NEEDS AND WILL FIND THAT WILD ANIMALS DO NOT LIVE UP TO THEIR EXPECTATIONS AS A PET. WILD PETS ARE USUALLY AGGRESSIVE AND DESTRUCTIVE.

SPECIFIC QUESTIONS ABOUT WILDLIFE LAWS OR ABOUT SPECIFIC ANIMALS SHOULD BE DIRECTED TO THE REHABILITATORS OR THE APPROPRIATE STATE OR FEDERAL LAW ENFORCEMENT AGENCY.

|   |   |  |
|---|---|--|
| U.S. FISH AND WILDLIFE SERVICE<br>DIVISION OF LAW ENFORCEMENT<br>1 GATEWAY CENTER, STE. 400-E<br>NEWTON CORNER, MA 02158<br>PHONE: (617) 965-5100 | PENNSYLVANIA GAME COMMISSION<br>SOUTHWEST REGION<br>P.O. BOX A<br>LIGONIER, PA 15658<br>PHONE: 724-238-9523 | USDA- APHIS<br>930 MAIN CAMPUS DRIVE<br>SUITE 200<br>RALEIGH, NC 27606 |
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