**ANIMAL SHELTER POLICIES**

**Employee Handbook**

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# RESPONSIBILITY/AUTHORITY

All duties and activities carried out in the shelter facility (yards, building, sheds, dog and cat areas), including cleanliness, medications, and public appearance, will be the ultimate responsibility of the **Shelter Supervisor**, who is given this authority by the Officers of the SPCA and the Shelter Director. Changes to these responsibilities/authorities will be conveyed in writing by the **Shelter Director**.

Supervisor shall assign duties and tasks to shelter employees, food stamp and community service workers, and volunteers who come to the shelter.

All shelter tasks shall be assigned to a specific employee each day/week, rotating assignments to make sure that everyone knows how to do all the required tasks.

Supervisor shall counsel employees and other workers or volunteers if proper procedures are not being followed or quality expectations are not being met. Employee counseling will be handled in accordance with the documented Disciplinary Procedure.

Each new employee must read and initial the Standard Operating Procedures, Safety Manual, and Employee Handbook. Standard Operating Procedures and the Employee Handbook shall be reviewed twice yearly (June and December) for necessary changes or additions; employees will then be asked to read again.

All shelter personnel should strive to maintain a good working relationship with the Animal Control Officer and volunteers.

# SHELTER HOURS OF OPERATION

* Shelter hours of operation shall be 10am to 4pm, *Tuesday through Saturday*
* Closed *Sunday and Monday*.
* Closed on the following holidays: New Year's Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day.

# EMPLOYEE HOURS OF WORK

* Tuesday through Saturday: 8am to 4pm.
* Sunday and Monday and Holidays: two employees will work 3 hours each; approximately 8am to 10am in the morning; and 4pm to 5pm in the afternoon, but each will be paid for two hours in the afternoon. In unusual circumstances, longer hours, if necessary, can be worked. Option exists for Supervisor to assign one person to attend all day and take care of both dogs and cats on weekends and/or holidays.
* Holidays will be considered to be 8 hours of worked/un-worked time.

The work schedule for each month is posted on the calendar on the bulletin board. This calendar shows who is working the weekend shifts and what days are being taken off by employees – either as vacation or because of working the weekend.

Employees may arrange with each other to change the day that they work. If they change the days they work, they must get approval from the **Shelter Manager**.

The **Shelter Manager** must be ***called*** if an employee is going to be late to work or if they cannot make it in that day. You **cannot** leave a message on the shelter phone or call another employee.

Employees may request personal time off (vacation hours). The request must be made at least a week in advance unless exceptional circumstances exist.

# TIME CARDS

* Each employee must clock in/out upon arriving and leaving the shelter.
* The time worked will be calculated by the time clock software from these two figures, rounded up to the nearest quarter hour.
* The Treasurer uses the report feature of the time clock software to prepare paychecks.

Anytime an employee leaves the shelter during working hours, they must clock out and clock back in when they return. Time away from the shelter will not be counted as time worked, with the exception of over lunch in which case 30 minutes of the absence will be counted as worked.

# PAYCHECKS

Paychecks are given out on Fridays. Paychecks include a slip that shows how many hours are being paid, gross pay, net pay, what deductions were taken out, and accrued benefit hours. Any perceived discrepancies between paycheck and actual hours worked **MUST** be pointed out within the next pay period for correction.

# TIME OFF

Paid Holidays

* New Year's Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day. (Note: Shelter will be closed on these days.) Employees who work on these days will be paid double time for up to eight hours for hours worked; employees who do not work on these days will be paid straight time for eight hours. Temporary or part-time employees (less than 40 hours per week) will be paid double time for hours actually worked; and temporary or part-time employees who do not work will be paid straight time for 4 hours not worked.
* Shelter will close at 2pm on Christmas Eve (if occurring on a weekday). However, shelter worker(s) may choose to stay until regular close of business on those days and be paid at regular rates.

## Paid Leave

* Eight days (64 hours) accrued benefit hours will be given each employee for each 2,040 hours worked, which is the equivalent of 51 weeks at 40 hours per week.
* Each hour worked will add .031 hours to accrued benefit hours. Accrued benefit hours may be used in one-hour increments.

## Lunch Period

* If an employee eats lunch at the shelter (appx. 30-minute period), no time will be deducted from hours worked that day.
* If an employee leaves the shelter during the day, time card must be punched out-in.
* If the employee is absent no longer than one-half hour for lunch, no time will be deducted from hours;
* If, however, the employee is absent from the shelter for more than one-half hour for lunch, the excess will be deducted from hours for that day. No paid lunch break is given for part-time employees (4 hours/day or less).

## Rest Breaks

* Two 10-minute rest breaks are allowed before lunch;
* Two 10-minute rest breaks are allowed after lunch.

# EMPLOYEE OWNED ANIMALS

Each employee can utilize any of the Shelter standard medicines for their own animals: shots, flea prevention, wormers, diluted Ivomec. Special medicines for treating illness or issues may be purchased at Shelter prices.

# ZERO TOLERANCE DRUG POLICY

Each employee, as a condition of employment, will be required to participate in pre-employment, random, and reasonable suspicion testing upon selection or request of management. Pre-employment tests will be paid for by the Shelter. Any tests that return negative results will also be paid for by the Shelter. Employees will be responsible for paying for any test that returns positive results – payment will be taken from their last paycheck.

Drug Testing
To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines and will include a screening test with a documented chain of custody; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result.

All drug-testing information will be maintained in separate confidential records.

##  Substances Tested For

The substances that will be tested for are: Amphetamines, Cannabinoids (THC), Cocaine, Opiates, Phencyclidine (PCP), Alcohol, Barbiturates, Benzodiazepines, Methaqualone, Methadone and Propoxyphene.

Testing for the presence of alcohol will be conducted by analysis of breath.
Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

## Consequences if Positive Results

Any employee who tests positive without legitimate medical explanation will be terminated immediately.

An employee will be subject to the same consequences as a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

# EMPLOYEE RELATIONSHIPS

(1)  In General, the shelter will not employ persons who are married to each other or living together as a couple or as significant others. The Shelter Supervisor and the Director can jointly make the decision to override this rule.

(2)  If a serious relationship develops between employees, the person with less seniority will be terminated.

(3)  There shall be no public displays of affection between employees on shelter property.  The person initiating the public display of affection will be terminated upon the third documented occasion.

(4)  If a relationship develops between a person in a supervisory role and an employee, and there is evidence of preferential treatment by the supervisor, both will be terminated upon the third documented occasion.

Even the perception of preferential treatment is damaging to the morale of shelter personnel.

**Employees must not to entertain family or friends during open business hours other than to show animals for possible adoption. Friends and family may NOT come in during working hours when the shelter is not open to the public.**

Employees are always expected to present a cheerful and helpful attitude to the public.

# PROBATIONARY PERIOD

Any person applying for shelter employment will be required to volunteer three full days without pay before being offered employment, full-time or part-time. The decision to hire or not hire will be made at the end of this 3 day period. Beginning the first day of employment after the volunteer period, there shall be a probationary period of three months, during which time employment may be terminated at the discretion of the Shelter Director/Shelter Supervisor, without cause or explanation, with no recourse by the employee. If employment is not so terminated within this period, it shall be continued on a permanent basis. The Shelter Supervisor will go over these policies with each applicant and inform him/her of starting salary and hours of employment expected.

# SMOKING

* No smoking in any of our buildings.
* All employees must use receptacles for cigarette butts in employee break areas and the receptacles must be emptied when full. DON'T THROW BUTTS ON GROUND!

# DRESS CODE

1. No visible body piercing allowed except for ears.
2. Properly fitted clothing is a must: Shorts must be at least mid thigh length.
3. No PJ’s or saggy baggy bottoms.
4. Minimal holes in clothing.
5. No tank tops with extra large arm holes.
6. No inappropriate saying or graphics on shirts.
7. No open toe or slip-on shoes which present a safety hazard.

# MISCELLANEOUS TASKS

- When animals have the "Spoken For" sign on their kennel NEVER tell people looking at dogs that the animal with the sign is going on Transport. It is fine to talk about how we send animals on Transport and tell them how the program works, but the answer when asked why they are still here if they have been adopted is "they are either waiting to be picked up or to get spayed or neutered before they can go home" Period.

- When accepting animals, ask if person is interested in having other owned females spayed or males neutered; offer information on/or purchase of spay/neuter coupons. (They may be willing to keep animal if they know low-cost spay/neuter is available.)

- **NEVER** promise that an animal will not be euthanized;

**- NEVER** promise to call person surrendering animal before it will be euthanized. Offer only, "We will do the best we can to get it adopted, but we can't promise you that it will be, so if you think you will change your mind, don't leave it now."

- Do not call people after they have surrendered an animal, unless there is some specific reason or question.

## TYPICAL DAILY TASKS

Before 10 am opening, don't answer phone unless caller indicates a **REAL** emergency or it is another shelter worker/SPCA member who asks you to "pick up."

Do not open the door for people who drive up unless you know the reason (Community Service, Volunteer, etc.)

Detailed procedures for the following are found in the Standard Operating Procedures.

### Animal Care

Prepare crates as appropriate for animals going for spay/neuter surgery

#### Before 10am opening:

* Check animals for any visible signs of sickness
* Clean housing areas
* Feed and water
* Clean troughs (dog side)
* Give any non-standard medications (twice a day meds) as early as possible.

#### May occasionally slide past opening

* Administer all morning meds (pills, liquids, and shots) as scheduled.
* Perform all required euthanasia.

#### As time permits, throughout the day:

* Replace bedding or mats in housing as needed.
* Pick up feces as it becomes visible.
* Disinfect housing between occupants.

Dog Specific

* Check outside after any dogs have been loose in the exercise yards and pick up as required.
* Make sure troughs are clean.
* Occasionally clean dog houses with soapy water and bleach. (Good job for community service workers.)

#### 2 pm Puppy Feeding:

* All Puppies 4 months and younger will require a second feeding
* Any dogs that are malnourished will also need a second feeding at this time

#### Before 4pm closing:

* Administer any afternoon meds as scheduled
* Pick up food for those going for S/N in morning, and put s/n clips on that kennel
* Fill water bowls
* Check bedding depending on time of year
* Final scoop before leaving

### General Shelter

* No overtime without prior authorization for Shelter Supervisor.
* Everyone has an assigned work schedule and is expected to be at work on time for those days scheduled.
* All personal items should be kept in lockers or personal assigned space.
* Do not leave drinks, empty cans, cups, or bottles laying around and do not put sweaty drinks on the office furniture.
* Wipe out the microwave after you use it. Keep it clean for others.
* Restock supplies when they run low. Paper towels in bathrooms and kitchen. There should always be a package of paper towel on the shelf in the kitchen as well. Toilet paper in the bathrooms and on the rollers. Hand soap in bathrooms and kitchen. For dogs: shots in refrigerator in kitchen, syringes for giving shots, strongid, flea preventative.
* Fatal Plus must be locked up when not in use. It cannot sit out in clinic or cat room "because I am going to use it again in a half hour". It is a federally controlled substance.
* Any food put in the refrigerator will have the person's name and the date it was placed in the refrigerator written on it. Anything left in refrigerator without these markings is subject to immediate disposal.
* Every Sunday, the person working will throw out all food that has been left in the refrigerator, marked or unmarked.

#### Before 10am opening:

* Wash one or more loads of laundry, as time permits.
* Document previous day’s receipts
* Enter Animal intakes from previous day
* Enter Animal Outcomes from previous day (other than Adoptions)

#### As time permits, throughout the day:

* Wash/dry/fold clothes.
* Wash down all inside/outside dog runs
* Sweep/mop cat room, in front of dog runs, kitchen, restrooms, laundry, and quarantine room.
* Prepare spay/neuter list for next appointment day
* Put together adoption bags
* Prepare animal information (envelopes for dogs/ vaccine records for cats)
* Use check list to see that shelter is always presentable.

#### Before Closing:

* Close dog doors if necessary.
* Empty freezers when needed
* Make sure all required places are locked and lights turned off (Fence gates, cabinets, clinic, etc)
* Remove any newspapers, donated food, etc., from office area and the front porch.
* Sweep and mop office, kitchen, and restroom.
* All trash in Office, kitchen, dog areas, and cat areas should be taken out and put in dumpster.

## DAYS SHELTER IS CLOSED

Don't answer phone unless caller indicates a **REAL** emergency or it is another shelter worker/SPCA member who asks you to "pick up."

### Morning \*

(approximately two hours each for two workers)

* Administer meds as scheduled for cats and dogs.
* Pick up feces from all inside and outside dog runs; hose if necessary.
* Pick up feces in cat cages; remove soiled papers/mats, if necessary.
* Leave lights on in the dog run area during the day.

### Afternoon \*

(approximately one hour each for two workers)

* Clean dog areas and feed puppies a second time.
* Pick up feces in dog runs if necessary.
* Close dog doors if necessary.
* Clean cat areas and feed as required
* Check to see that all animals have clean water.
* Pick up food for those going for S/N in am
* Administer any afternoon meds as scheduled for cats and dogs
* Turn off lights before leaving; always leave cat lights on.

\* All day for one worker. If one worker, do laundry as well - wash and dry.

# DISCIPLINARY PROCESS:

## Informal Warning or Reprimand.

When the Shelter Supervisor is aware of tasks being performed incorrectly, improper use of equipment, or lack of courtesy to our visitors, she will have a discussion with the ‘offender’ and record the incident and the date in her notebook as an Informal Review.

## Formal Disciplinary Interview.

The Formal Interview occurs after the recurrence of an action that received an informal warning or reprimand. This discussion will occur with the employee, the Shelter Supervisor, and the Shelter Director**.** The issues and appropriate forward action will be discussed and documented in a read and sign note. This note will be kept in the employee’s file.

## Written Warning.

The Written Warning occurs after the recurrence of an action that received a Formal Interview. This discussion will occur with the employee, the Shelter Supervisor, and the Shelter Director**.** The issues, appropriate forward action, future consequences will be discussed and documented in a read and sign note. This note will be kept in the employee’s file.

## Suspension.

Suspension can occur at any time for consistently ignoring verbal corrections on the same issues or repeating the action discussed in the Written Warning meeting. A new read and sign document will state the reason for suspension and will document the terms of the suspension.

## Termination.

Mississippi is an "at-will" employment state. This means that an employer may terminate an employee at any time for any reason or no reason at all. Termination will ordinarily occur because of disciplinary concerns as documented in any or all of the paragraphs above or because the Shelter has inadequate funding to support the current number of employees.

If an employee is terminated for reason (disciplinary action) the Mississippi Department of Employment Security (MDES) will be so notified and unemployment benefits will be denied.

# APPENDICES:

## Kennel Staff Responsibilities

## Mandatory Dog Handling