



Volunteer Orientation

North Shore Animal League America



Welcome!

Since 1944, North Shore Animal League America has saved the lives of more than 1,000,000 innocent dogs, cats, puppies, and kittens to date. In 2016, we rescued and found homes for over 17,000 animals! We have an unwavering commitment to rescue, nurture and adopt homeless companion animals and educate the public. We are:

- The world's largest no-kill animal rescue and adoption organization
- A leader in the no-kill movement, rescuing and rehabilitating animals instead of euthanizing them
- An innovator in animal welfare to create a more sustainable world for all companion animals
- A strong voice, elevating the status and promoting the acceptance of mixed-breed animals — Mutt-i-grees® — through advocacy and education
- A collaborative organization that's built a national network of shelter and rescue partners
- A trusted source for information, education, and resources that increase adoptions and enhance the lives of adopters and their pets



North Shore Animal League America: Mission, Vision and Values

Our Vision: A future in which all companion animals find responsible, loving homes where they are free from abuse, hunger, fear, and loneliness and receive the care and respect they deserve.

Our Mission: Rescue, Nurture, Adopt, And Educate!

What We Value:

- The inherent worth of all companion animals.
- The principles and goals of the no-kill movement, which we've pioneered since our founding in 1944.
- The richness and complexity of the human-animal bond.
- The power of humane education, which is the heart of our Mut-i-grees curriculum. Mutt-i-grees's social-emotional learning program developed in collaboration with Yale University's School of the 21st Century, is the intellectual path to a no-kill future.
- Our global network of rescue partners with whom we share our decades of experience and expertise.
- Innovation, a hallmark of our more than seven decades of leadership in animal welfare.
- The generous support of our friends and donors, and the vital role they play in enriching the lives of companion animals and the people who love them.
- Honesty, diversity, integrity, transparency, and sustainability.



Our History

Founded in 1944, North Shore Animal League America is the largest, most comprehensive no-kill rescue and adoption organization in the world, with more than 2,000 shelter partners across the country and around the globe. Headquartered in Port Washington, N.Y., we rescue, nurture, and adopt nearly 18,000 pets annually into responsible, loving homes, plus assist in the adoptions of thousands more through our global partnerships. Over the years, we've introduced lifesaving best practices such as mobile adoptions, off-site adoptions, puppy mill rescues, national low-cost spay/neuter referrals, humane relocations, and, most recently, the Mutt-i-grees Curriculum, a transformative humane education program based on social-emotional learning and the natural affinity between children and animals.



Policies and Procedures

Starting the Day:

Start your shift by clocking in at the Volunteer Timeclock, **located in the volunteer nook, across from the Volunteer Office (near the door three entrance of the main shelter building).**

Volunteers scheduled for a 12 pm – 4 pm must attend a shelter **set up meeting. They are held ten minutes before the shelter opens: weekends at 11:50am and 2:50pm in the shelter break room..**

If your shift starts at any other time, please check in with a kennel manager or team leader upon arrival. Kennel managers wear gray shirts with collars and team leaders wear blue shirts with collars person. Volunteer team leaders wear red shirts with collars

Should a volunteer be unable to attend the assigned volunteer shift for any reason (illness, vacation, family emergency),

please notify us by calling **516-554-5640.**



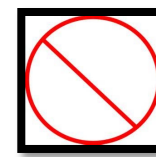
Conduct

All volunteers and employees are required to conduct themselves in a proper and professional manner to promote the best interests of North Shore Animal League America at all times.

- Report to your volunteer shift *on time and as scheduled*.
- Notify the Volunteer Office (**516-554-5640**) when you are unable to volunteer during your normally scheduled shift, with as much notice as possible.
- Comply with all NSALA safety, security and operating rules
- Smoke only at times and in places permitted.
- Wear your appropriate red volunteer shirt/sweatshirt.
- Maintain workplace and work area cleanliness.
- Treat all customers, visitors, employees and volunteers in a courteous manner.
- Refrain from behavior or conduct deemed offensive, undesirable or contrary to Animal League America's best interests.
- Perform assigned tasks efficiently and to the satisfaction of your manager.
- Report to management all suspicious, unethical or illegal conduct by employees, volunteers or adopters.



Conduct that is NOT permitted



This list is not intended to be all inclusive. ANY violation of North Shore Animal League America's policies, at management's discretion, may result in disciplinary action up to and including termination.

- Mistreatment of or endangering the life of any animal
- Unauthorized use, distribution, sale or possession of alcohol or drugs on the premises; reporting to work under the influence of alcohol or drugs
- Theft or unauthorized possession of Animal League America property or the property of fellow volunteers or employees
- Unauthorized possession of or removal of Animal League America property, including documents, from the premises without prior permission
- Fighting, assaulting, threatening or intimidating a co-worker, volunteer or adopter
- Refusing to follow management's instructions concerning a job-related matter or other forms of insubordination
- Smoking in a "no smoking" area
- Falsifying or altering NSALA records or reports (i.e., applications, time-clock punches), or having someone else falsify a record on your behalf
- Using profanity or abusive language
- Displaying intolerance, bigotry, hostility or different treatment toward any particular gender, ethnic, religious, racial or other protected group
- Possessing firearms or any other weapon on NSALA property
- Destruction, defacement, misuse or unauthorized use, possession or removal of NSALA, co-worker or adopter property
- Failure to abide by safety rules and policies
- Failure to maintain proper attire or appropriate personal appearance
- Engaging in any form of sexual or other harassment
- Excessive absenteeism or tardiness
- Violating NSALA solicitation or distribution policies
- Undermining the authority of a manager
- Mistreating a fellow volunteer, associate or adopter
- Using cell phones (including texting) while working on the adoption floor is prohibited
- Eating, drinking, or gum chewing when working with animals and the public is prohibited

NO SMOKING Policy

The North Shore Animal League America campus is a smoke-free work environment. Therefore, smoking or other use of tobacco products (including but not limited to electronic cigarettes, pipes, cigars, snuff, or chewing tobacco) is prohibited inside all Animal League America facilities and on the grounds; at off-site events; or in vehicles owned, leased or rented by Animal League America. All volunteers are expected to abide by this policy before, during and after their shifts. Designated outside smoking areas include:

1. The Parking Lot alongside the Dog Park
2. The back door of the Medical Center
3. The alleyway next to 750 Port Washington Blvd. building

Smokers and users of tobacco products must dispose of the remains in the ashtrays provided at these locations.

Any violation of this policy may be subject to disciplinary action up to and including termination.



Volun-TEEN / Minors

(all volunteers under the age of 18)

A Parent/Guardian of the minor MUST sign off on the training acknowledgements sheets for Orientation and Basic Training.

A minor MUST:

- Follow the guidelines established within the new *teen program*:
- Return training acknowledgments forms in BEFORE his or her first volunteer shift, or he or she cannot work and will have to return home.
- Wear a special volunteer badge for the Volun-TEEN program.
- Check in with the SR Volunteer Manager, Volunteer Coordinator and/ or a Volunteer Team Leader before and after each shift.
- Exhibit mature and professional behavior at all times during the shift, with a focus on customer service and animal care.
- Perform the duties required of volunteers in the appointed location, including but not limited to: cleaning cages on the adoption floor and in the wards, sweeping/mopping floors, and changing litter pans.

North Shore Animal League America is responsible for all minors during their volunteer time, therefore we ask that all minors:

- Remain in the shelter building or on campus (depending on assignment) during the entire duration of the scheduled shift
- Purchase lunch or any other needed items prior to clocking in and do not leave the campus during the shift.

Letters of Reference

If you would like a letter of reference verifying your volunteer hours, we would be more than happy to provide one for you!

We kindly ask that you email **Victoria Gravina, VictoriaG@animalleague.org** with at least one-to-two week's notice. We can either scan or mail the letter to you, or you can pick it up during your shift.

PLEASE do not wait until the last minute to ask for a letter of reference.



Volunteer Registration Fee

New volunteers are required to pay a one-time, **non-refundable** registration donation of \$25, which is to be collected in cash or check during the Orientation class.

This fee covers:

- ID Badge
- Orientation and Basic Training manuals
- Two red Volunteer shirts (sweatshirt, long-sleeve or short-sleeve t-shirts)

Additional North Shore Animal League America t-shirts may be obtained as needed: \$5 for short-sleeve, \$7 for long-sleeve or \$10 for sweatshirts. Please contact the Volunteer Office if you wish to purchase additional shirts.



Personal Appearance, Personal Belongings, Uniforms and ID Cards

We will make every effort to accommodate a volunteer's religious or national customs that affect dress in the workplace. Each request will be considered on a case-by-case basis.

Please adhere to the following standards:

- Your volunteer ID must be worn at all times clipped to the collar of your shirt
- Hair is to be clean, combed and neatly arranged
- All clothing is to be neat and clean
- Only closed-toe shoes are permitted. Socks or stockings are to be worn at all times
- Jewelry: for safety reasons, please avoid any dangling jewelry or facial piercings
- Tattoos: Management reserves the right to ask all volunteers to cover visible tattoos while working. Volunteers working outside or in areas that are not air conditioned are exempt from this policy during the summer months

We ask that you refrain from bringing with you anything of value; it is best to leave anything of value either at home or within your vehicle. Animal League America has several lockers available for day-use only; we ask that you please bring your own lock and take all of your belongings with you at the end of your shift. **Personal belongings are to be stored in the locker space or your vehicles, not within the shelter rooms.**

To maintain security and protect against theft, North Shore Animal League America reserves the right to inspect all personal property brought on our premises; this includes vehicles, packages, briefcases, backpacks, purses, bags, and wallets. Any items in violation of Animal League America rules and policies will be removed. Animal League America is not responsible for lost or stolen property.



Attendance Tracking

Due to the constant care of our animals, all accepted volunteers agree to commit to a **4 hour a week commitment (or 2 hours a week, if designated)**. **Attendance is monitored as we need to know staffing for the shelter every day of every week.** An attendance report is generated every week, recording any unexcused absences.

If you cannot be here for a particular week, please call **516-554-5640** with as much notice as possible. **It is expected that you make up any missed hours when you can; there are always special events throughout the year when we need extra volunteers to assist.**

Volunteer attendance is recorded by clocking in at the Volunteer TimeClock; if you are on North Shore Animal League America property for a training class or are working with the animals in any way, you **must clock in**.

Volunteers who are not clocked are not allowed to handle animals or enter behind-the-scenes. **In addition, family and friends are not permitted to accompany a volunteer behind-the-scenes or in their work areas of the shelter.**

Volunteers who are not fulfilling their commitment in a responsible way will not be able to continue at Animal League America.
Resignations: In the event that you must resign, although we will be sad to see you go, kindly send us an email stating the date and reason you wish to leave: volunteers@animalleague.org.



ACCIDENT REPORTING AND SAFETY

Volunteers are required to report all accidents to a kennel manager immediately that occur on the North Shore Animal League America premises, no matter how minor (eg. bites, scratches, cuts, slips or falls). An accident report form must be completed on the same day as the injury, and a photo must be taken of all visible injuries.

Minor injuries that require first aid will be treated on-site; more serious injuries can be treated at St. Francis Hospital or at a facility of the volunteer's choosing.

Safety Use of Chemicals:

As a volunteer, you are expected to comply with departmental safety procedures and to report to a manager any apparent safety problems. Animal League America uses a variety of cleaning solutions, medications and other chemical substances with which you may come into contact with. Each material we receive is accompanied by a manufacturer's "Safety Data Sheet" (SDS) and a set of yellow binders is located in the Human Resources Department.



Sexual and Other Harassment

North Shore Animal League America policy: harassment of an associate or volunteer by another associate or volunteer, a manager or even adopters or vendors based on sex, race, color, age, marital status, sexual orientation, religion, disability or any other personal trait is prohibited.

Forms of harassment may include unwelcome sexual advances, requests for sexual favors, verbal/physical conduct of a sexual nature (such as uninvited touching or comments), improper joking, teasing, or any other conduct that creates an unprofessional or hostile work environment.

Everyone will be held accountable for maintaining a harassment-free workplace.

Anyone who feels that he or she has been subjected to sexual or other forms of harassment, or has become aware of possible sexual harassment, should immediately report the matter to a manager or Human Resources.

Every report of actual or perceived harassment will be investigated and corrective action will be taken where appropriate. No one will be retaliated against for making any reports under this policy.

Violations of this policy will not be permitted and will result in discipline up to and including termination.

Avoiding Interruptions: Solicitation

At North Shore Animal League America, volunteers should not be harassed, disturbed or disrupted in the performance of their duties. Everyone has the right to feel comfortable.

North Shore Animal League America prohibits the solicitation, distribution and posting of materials on or at company property by any employee, volunteer or non-employee. Violations of this policy should be reported to the Volunteer Office.

Problem-Resolution and Procedure

In our continuing effort to provide you with a rewarding volunteer experience and a pleasant work environment, we ask that you bring all suggestions, problems, or complaints to the attention of a manager.

Work-related issues can only be resolved when the appropriate party is made aware of the situation. With that in mind, please feel free to voice your concerns whenever necessary through open and constructive discussions with a manager, the Senior Volunteer Manager in the Volunteer Office or Human Resources.

No one will be retaliated against for making a complaint or voicing a concern. The situation will be appropriately addressed from that point, ensuring a satisfactory solution for all involved.



Volunteer Use of Social Media

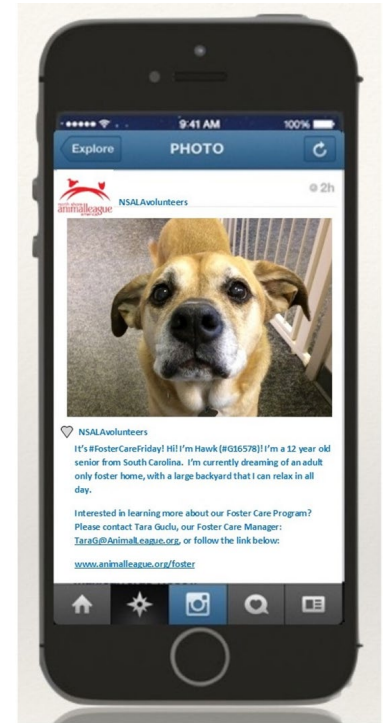
North Shore Animal League America encourages staff members and volunteers to use the internet to blog and talk about our organization, our services and YOUR work. Through the use of social media, we strive to encourage support of our services and programs.

All volunteers have an obligation to Animal League America to ensure any public communication they make, including social media networking communications, must not negatively impact the reputation of Animal League America, or bring negativity in any way to our organization.

If you would not say it on the radio or television, or have a reporter write it in a column, please do not tweet it, post it on Facebook, post it on Instagram, or post it on any public web page.

Do not engage in public criticism or disparagement of Animal League America, its personnel, customers, partners, suppliers or competitors.

Violations of this policy will result in disciplinary actions which may include termination, depending on the severity of the situation and its impact on Animal League America.



PARKING

North Shore Animal League America has provided FREE parking for the convenience of volunteers, associates, adopters and visitors. However, parking can be **difficult** on certain days at Animal League America.

The small lot in front of the adoption center, between Davis Avenue and Lewyt Street, is reserved for adopters and visitors/clients at all times. Reserved parking spots are not to be used without authorization by anyone (this includes weekends). At no time can employees or volunteers block cars or park in any unauthorized areas.

Weekday Parking:

Adoption Services staff directs employees, volunteers and clients to parking areas throughout the day to maximize parking spots. **All CLIENTS/ADOPTERS** will be directed towards the small paved parking lot in front of the adoption center. All North Shore Animal League America **EMPLOYEES AND VOLUNTEERS** from all departments will be directed towards the paved parking lot across from the Medical Center and next to the Lewyt's ARK.

*If you are coming in for a volunteer shift **AFTER 3PM**, please park in the LIRR parking lot on South Bayles Avenue, diagonally across from Lewyt Street. Please note that at 3:00 pm, you may need to wait for a parking space to open up.

Saturday Parking:

All staff, volunteers and managers are encouraged to download the LIRR app, and use the app to pay for parking in the LIRR lot across from campus. Payment is required via the Passport Parking app between the hours of 9am-6pm on Saturdays.

If you do not wish to pay for parking, free yet timed street parking may be available around campus.

The app may be downloaded by visiting PassportParking.com.

Sunday Parking:

The paved parking lot on weekends and legal holidays is reserved for North Shore Animal League America adopters and Medical Center clients. We ask that ALL volunteers please park in the Long Island Rail Road on Saturdays, Sundays and legal holidays. The closest Long Island Rail Road parking lot is located across from **Lewyt Street on South Bayles Avenue**.

Adoption and Animal Policies

Adoption by Volunteers:

- We LOVE IT when volunteers fall in love with our rescue animals; we have a 90 day adoption waiting period in place beginning on your Orientation date. If a volunteer is interested in an animal, he/she must be approved in advance by the Shelter Director or Senior Director of Operations.

Referring Potential Adopters

- **North Shore Animal League America encourages and welcomes all volunteer adoption referrals. We ask that you please understand: it is possible that not all of your referrals will be approved to adopt one of our animals.**
- To ensure that our animals are placed into the best possible home, Animal League America has gone to great lengths to establish guidelines and prerequisites for our adoptions. References are always contacted to confirm the accuracy of the information supplied on the adoption application.
- **To prevent a volunteer from becoming personally involved, volunteer assistance is prohibited during the completion of the adoption application and during the interview/screening process. Once the adoption process has begun with a friend or family member, we ask that a volunteer refrain from interfering in the process.**
- Interfering with the adoption process will be viewed as a violation of Animal League America policy.



Accepting Unauthorized Animals into NSALA

During the course of our normal business hours, many people bring animals to us in hopes that we will admit them and find them good homes. These people are required to **call first** so we can determine the adoptability of the animal and then, if necessary, schedule an appropriate time for them to bring the animal(s) in.

While we try our best to take in as many animals as we can, for various reasons, some animals may not be admitted (for example: aggressive behavior).

Under no circumstances are volunteers permitted to accept animals into North Shore Animal League America for themselves to adopt or for Animal League America to take into the shelter without authorization. If someone approaches you with animals, please find an **adoption services employee or a kennel manager.**



Animal Handling Procedures

VOLUNTEERS ARE NOT PERMITTED TO TAKE AN ANIMAL FROM ONE BUILDING TO ANOTHER, OR OFF THE NORTH SHORE ANIMAL LEAGUE AMERICA CAMPUS PREMISES, WITHOUT THE APPROPRIATE APPROVAL.

An animal's reaction can be caused by fear, being in a strange environment or due to its breed and temperament characteristics. All Animal League America staff and volunteers must constantly be on the alert while the public is interacting with our animals so that an accident does not occur.

Policies to ensure everyone's safety:

All Animal League America volunteers should place the safety of the animals, the general public and other volunteers and employees first during any interaction with animals at Animal League America.

At no time should any volunteer be allowed to interact with any Animal League America animal without supervision by Animal League America employees. At no time should any volunteer interact with any Animal League America animal without the required training and correct level of training (for example: attempting to walk a puppy mill dog without having taken the Fearful Fido class).



Additional Volunteer Training Classes

Although a volunteer is trained in orientation and basic training prior to starting their volunteer shifts, one never stops learning! Specific area classes are still required after a volunteer has completed their basic training.

For example:

If you would like to become a dog walker, puppy basics and beginner dog walking are required. Fearful Fido & the BTS/Rescue class are highly recommended.

Or, if you hope to assist with adoptions puppy/cat basics & customer service is required. For volunteers assisting with puppy adoptions: Fearful Fido & the BTS/Rescue class are highly recommended.

Volunteers are welcome to take as many classes as they like! Regardless of previous experience, there is always something to learn.



Get To Know Your Training Classes – Part 1

Below, please find a brief description of our available training classes, as well as our updated November schedule:

Puppy Basics & Socialization: When puppies are between the ages of 8-12 weeks, this is such a crucial age for appropriate socialization. Ultimately, a puppy's personality is not intact, and how they are trained/socialized will determine how they will grow. This class explores the importance of socialization, how we can consistently and safely provide enrichment while on our campus, and how we can speak to adopters about continuing the training once the puppy goes home. This class is offered **virtually**.

Basic Cat: Since the opening of Bianca's Furry Friends Feline Adoption Center, cats and kittens now have a calm space to ease their transition while in the shelter environment. BFF has allowed our felines to show confidently towards our adopters, but as staff and volunteers, we must still be diligent in advocating for our felines. Similar to puppy basics, this class explores the layout of BFF, best practices when working with a shelter cat, and the best ways to approach an adopter. This class may be offered **virtually or in-person**.

Feline Behavior: (*Prerequisite:* Basic Cat): If you are interested in working with felines with more advanced behavior needs, this class is for you! Led by our feline enrichment manager (and resident cat whisperer) Dorit Shevach-Shani, this class empowers staff and volunteers to navigate making connections with some of our special felines. This class is offered **in-person**.

Customer Service and Adoption Application: On the adoption floor, we are advocates for our rescue pets. Within this class, not only do we explore how to correctly fill out an adoption application, but this class lays the groundwork for providing optimal customer service. What types of questions are vital to a successful adoption match? What if I hear something that doesn't fit Animal League America's policies? Is a puppy really the best match? All of this and more are covered within the class! This class may be offered **virtually or in-person**.

Get To Know Our Classes – Part 2

Fearful Fido: If you wish to work with our puppy mill rescues, this class is required; however, this class provides vital information for working with *any* fearful dog. Fearful dogs are such special rescues. A volunteer needs to be careful in the way they approach a fearful dog, how they provide enrichment and training, and especially how they advocate the dog's needs to adopters. This class is offered **virtually**.

Basic Medical: Although a rescue pet may arrive healthy, symptoms of illness can arise a few days later. Even if a rescue pet has specific medical needs, there are still ways that we can empower adopters in regards to adopting a pet with medical needs. This class provides a more in-depth look on how to write up a rescue pet (medically), reviewing cage cages, vaccination protocols, and medical ailments a rescue pet may face. This class is offered **virtually**.

BTS/Rescue Class: When a new rescue arrives or canines rest behind-the-scenes, there are several protocols to remember to ensure everyone stays safe and healthy. In this class, a volunteer will learn where to meet an incoming rescue; when gowns should/should not be worn; reading a canine's body language (especially when they are fresh off of a transport); how to take a fecal sample; the ARK grooming station; assisting with preemies; and the do's/don'ts of BTS. This class is offered **virtually**.

Dog Breed: There are over 360 breeds of dog! What makes Animal League America's Mutt-i-grees so special is that they can be mixed with ANY of those 360 breeds. The dog breed class explores various characteristics of canine breeds; this knowledge is helpful when guiding adopters to the right match for their home. This class is offered **virtually**.

General Reference Checks / Computer Checking: After an application has been reviewed by a manager, it goes through a verification process. During the computer checking and GRC process, a volunteer will review various data bases and call references to ensure an adopter is who they say they are. This administrative role is vital in our adoption process. It allows a volunteer or staff member to ensure that our rescue pets are going to safe homes. This class will take a deeper look into Animal League America's databases, the various calling scripts needed, as well as what to do should discrepancies arise. This class is offered on a **1:1 in-person basis**.

Impromed Basics: One of Animal League America's most extensive database is Impromed. This database stores a virtual file for all of Animal League America's rescue pets. Understanding Impromed will aid a volunteer in looking up any medical or behavior information. This class is offered on a **1:1 in-person basis**.

Dog Walking Classes (and the order in which they flow):

Dog walking classes are vital to providing a safe experience for our canines, as well as ourselves. Regardless of someone's personal dog experience, walking a shelter dog with behavior needs is a different story.

By taking these classes, a volunteer can begin to learn the best way to navigate an overwhelming shelter environment in a way that teaches a dog positive behavior and provides enrichment for the dog.

All of the dog walking classes are held **in-person, and must flow in the order listed below:**

1. Beginner Dog Walking: An introduction to walking shelter dogs! To ensure a comfortable transition while on campus, volunteers and staff are asked to handle and walk our rescue dogs in a consistent fashion. This class will introduce volunteers to the walking areas, park etiquette, various equipment, basic handling skills, and how to safely navigate a rescue pet out of their runs. If this class is taken and passed, a volunteer will be able to handle/show/walk **Gray** or **Purple** dot dogs.

2. Purple Dot Maintenance: After a few weeks/months of walking at a purple level, a volunteer may take a purple maintenance class. This class dives deeper into handling techniques and certain behavior needs. During this class, a volunteer's handling skills are also assessed. At the end of the class, the trainer will determine if the walker should continue to sharpen their handling skills with our purple/gray dots, or if they are ready to take an *earn a brown dot class*.

3. 1:1 Earn a Brown Dot: No two brown dots are alike. The 1:1 *earn a brown dot class* is tailored for a walker's specific strengths, and allows a volunteer an opportunity to learn a dog's specific behavior needs. These more advanced behavior needs include: stranger danger, resource guarding, dog vs dog reactivity, or fearful/flight risk behavior. Under the close eye of our trainer, the volunteer will work with a few brown dots to assess one's comfort level. At the end of the class, the trainer will determine which brown dots a volunteer may start with, or if the volunteer needs another 1:1 session prior to walking our brown dot dogs.

4. Brown Dot Maintenance: Even at a brown dot level, we can always continue to learn. A brown dot maintenance class provides refreshers to our brown dot walkers, but will also cover topics such as canine training, playgroups, more advanced canine body language and defensive handling.

(There is no class available that will allow volunteers to work with orange dots as they are pet behavior only).

Animal League America's Programs and Initiatives

ANIMAL LEAGUE AMERICA PET RESCUE:

North Shore Animal League America's Out of State Nationwide Pet Rescue is responsible for saving over 150,000 dogs, cats, puppies and kittens since 1991.

Our mobile units visit out-of-state shelters every week and rescue animals that would have otherwise been euthanized. Our rescue vans also routinely visit shelters in the New York metropolitan area and rescue puppies, cats, kittens and dogs scheduled for euthanasia.

All of our animals are evaluated medically and behaviorally as they arrive; it is at this time that the animals receive any medical care or rehabilitation that is required.

Animal League America partners with other groups in the Midwest to conduct rescues to save animals from cruel and inhumane conditions—some of these rescues are from Puppy Mills.

Puppy Mills are large, inhumane breeding operations that put profit over animal welfare, imprisoning female dogs to breed litter after litter without proper medical care or human contact. These breeding mother dogs may suffer from genetic health problems, chronic medical neglect or even behavioral issues. They arrive at our facility and are examined by our team of veterinarians and behaviorists so they can be assessed and treated as soon as possible.



Animal League America's Programs and Initiatives (continued)

SPAY USA:

Because of our vision to end the cycle of unplanned births and resulting euthanasia, we provide the country's leading spay/neuter referral program, SpayUSA. SpayUSA is a nationwide network and referral service for affordable spay/neuter procedures. Developed in 1993, SpayUSA has helped hundreds of thousands of people nationwide obtain low cost, quality spay/neuter services for their pets.

Locally, in 2012, SpayUSA created the **Nassau County Pit Stop Program**, in conjunction with our Pet Health Center, which serves as a low cost spay/neuter program for Pit Bulls.

Visit our website at www.spayusa.org or call (800) 248-7729.

THE MUTT-I-GREES CURRICULUM:

The Mutt-i-grees@ Curriculum is an innovative program that builds on children's affinity for animals and highlights the unique characteristics and desirability of Mutt-i-grees, or shelter pets. Through the Mutt-i-grees Curriculum, children learn social and emotional skills, as well as understanding the needs of shelter dogs and cats awaiting adoption.

Visit our website at www.education.muttigrees.org.

Getting to know us: Our Pet Health Centers

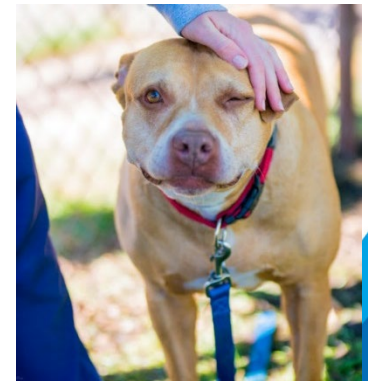
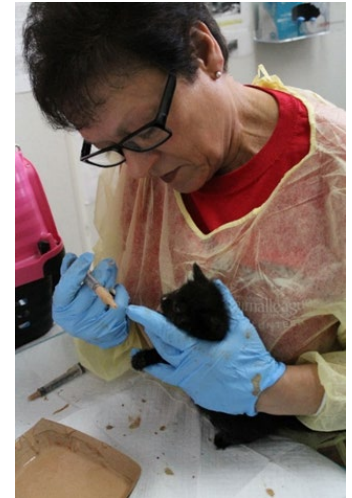
Getting to know us: Our Pet Health Centers

North Shore Animal League America's Pet Health Centers provide the highest standard of veterinary care to every dog, cat, puppy, and kitten we treat. The highly skilled, compassionate medical staff provide our clients with important information they need about preventative health care necessary to sustain the wellness of their beloved pets. Our patients do not need to have been adopted from North Shore Animal League America – our state-of-the-art facilities provide affordable care for all community pets in need.

Our Pet Health Centers are a full-service operation encompassing our Alex Lewyt Veterinary Medical Center, accredited by the American Animal Hospital Association (AAHA), the soon-to-be-operational Don and Karen LaRocca Pet Wellness Center, which will provide innovative techniques that will have your four legged friend living their happiest, healthiest life for years to come, and our Freed Special Recovery Center, which helps us to effectively isolate contagious animals from the general population. With cutting edge equipment including digital radiology, endoscopy, on-site laboratory, oxygen therapy, ultrasound, and a full dental suite, all located at our Port Washington, N.Y. campus, your pets will only receive the best quality of care.

Other Ways to Help

- Contribute your talents, such as photography, videography, creative writing or marketing/advertising expertise, for special projects.
- Collect/donate newspapers, towels, blankets and small dog/cat beds or cushions that will keep our animals comfortable during their stay.
- Become a foster care parent! For more information, please contact our Foster Care Manager at 516-883-7900 x352.
- Remember North Shore Animal League America in your will, so that your support can continue even after your lifetime.
- Become a member of our Sponsor-A-Dog or Sponsor-A-Cat programs.



YOU HAVE REACHED THE END OF YOUR ORIENTATION!

Please follow the link below to take your Orientation exit exam. The password to access the exam is **Nsala2018**.

Upon passing your exit exam, you will be contacted by the Volunteer Office to set up a Basic Training date.

THANK YOU SO MUCH AND WELCOME ABOARD!

www.animalleague.org/volunteerquiz