

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

Media Policy:

The Parma Animal Shelter, Inc. (PAS) has designated the following as spokesperson(s) for the organization.

Board President (primary) or designee

Board Vice President (secondary) or designee

Legal Counsel (if applicable)

No other board member, and/or volunteer is authorized to speak about PAS business with a member of the media unless consent has been approved by the Board.

Social Media Policy

The Parma Animal Shelter, Inc. (PAS) has designated volunteer(s) with the authority to monitor, update and post to PAS social media sites or the PAS website on behalf of the organization.

Do:

- Post links and positive comments about adoptable animals that are shown as available on our website.
- Celebrate successes, for example an adoption of an animal or great work by staff and volunteers
- Post positive comments about Parma Animal Shelter such as topics about animals, events and news
- Share, Like, React, Comment on Parma Animal shelter social media posts
- Take responsibility for ensuring that any references to Parma Animal Shelter policies are factual, correct, and accurate
- Show respect for the individuals, shelter partners, and communities with which they interact

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Do Not:

- Sign up on websites as a representative of PAS without express permission by the Board President.
- Post photos or videos of shelter animals that are not available for adoption, rescue, or transfer
- Voice grievances or make disparaging remarks about Parma Animal shelter
- Breach the confidentiality of private information about Parma Animal
- No information should be disclosed without the permission of the Director or designee.
- Disclose personal information about Parma Animal Shelter volunteers, and partners
- Damage the reputation of Parma Animal Shelter or post disparaging, obscene or defamatory information
- Harass, bully, discriminate or post hateful information about Parma Animal Shelter

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

- If volunteers are uncertain about a potential post or interview, we ask that they please consult the Board President or designee.
- Failure to comply with this policy may result in changes to volunteer opportunities with Parma Animal Shelter, including prohibition from volunteering.

General Policies for Front Desk Volunteers:

- Keep Google Chrome open on the desktop with our website, Petpoint, and the frontdeskshelter@gmail.com and parmashelterac@gmail.com email accounts open. Refer to the website to help answer client questions. Check the front desk email account for emails that ask for further action in the subject like “print and put in my mailbox”.
- Wear a Parma Animal Shelter shirt, if you have one.
- Leave the front desk area tidy. Put away pens and papers to proper places.

Dogs are allowed behind the front desk with the following provisions:

- Dog to be at front only with recommendation/request of shift lead.
- BOTH front desk volunteers are scheduled, present and agree the dog is present at the front desk.
- Dog is to remain on leash at all times.
- Door to front desk is closed and locked. Floor to front desk area is cleaned in case of accident.
- Time limit is 30 minutes
- No high profile dog; (Julie impound, not to be walked, etc.)

Beginning of Shift:

Please sign in on the volunteer log at the beginning of your shift. Check for any notes on the red clipboard next to the phone. Make sure any messages you leave for the next shift are legible, dated and signed by you and on a full sheet of paper. Older messages go in the blue communications book next to the phone.

Checking the Answering Machine: Check the answering machine messages when you come on your shift. Act on each message as needed. If there is an immediate issue regarding an animal, direct to shift leader. If it's regarding an animal we have, inform the ACO and text or email the appropriate Health & Welfare Chairman. Otherwise write the message to the appropriate person on a full sheet of paper, include your name and date on the bottom of the message. Delete the messages when you have acted upon or transcribed the messages.

Taking Messages from callers: Write the message legibly on a full sheet paper (do NOT use our business cards for messages or notes to others), with the date and time of the

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

message and print your name. **Never give out any contact information of phone numbers, email addresses, etc. of our volunteers.** If a caller would like a phone number of one of our volunteers, take the caller's name and phone number with a short message, and YOU are to call the volunteer if it sounds urgent and relay the caller's name, phone number and message and they can handle the situation. If it is not urgent, scan and email the message and leave it in their mailbox. Scan and email documentation from animals released to owners to Shirley Palumbo and Jean Bolling for dogs, Kim Flint Bolz for cats.

Do NOT post notes around front desk: Leave a note in appropriate mailbox or for front desk staff on their red clipboard by the phone.

Answering the phone: Be brief but **COURTEOUS** at all times. Greet people with "Parma Animal Shelter, **YOUR NAME** speaking, can I help you?"

If a caller is being difficult, you can ask a shift leader to handle the call. If a caller is harassing or abusive, tell the person if they continue to speak that way, you will have to hang up and then do so if they continue.

Making a phone call: Dial "9" to get the dial tone to make a call.

Dog Intake Policy and Fees: Dogs brought into the Parma Animal Shelter, Inc. by Parma Animal Control, Parma Police, or the public are subject to impound fees, payable to the City of Parma, (no credit cards).

The fee schedule is as follows: Impound fee (\$20 the first day, \$10 per day thereafter charged daily until pickup) – Cash or check payable to City of Parma

All adoptable animals brought into the shelter will be turned over for adoption after a minimum of three (3) business days. This decision is made by the ACO.

People calling with questions about our dogs or cats: Look at the description for the animal on our website or ask the shift leader. Refer questions about animals that have not been turned over to us to Animal Control Officer.

What kind of animals do you have? There is always a variety of cats and dogs available for adoption listed on our website. People looking for **specific breeds of dogs** can be referred to petfinder.com or rescue groups on the Web. We also have rescue group phone numbers in the binder above the mailboxes.

People calling about an injured animal that needs help: You can relay the information to the communications center, police & fire emergency at 440-885-1234. Police will be dispatched and contact the ACO at their discretion. **This number can only be used for emergencies.**

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

I have found a stray animal, can I bring it in now? NO!!! Ask what city it was found in. If it is not PARMA, advise them to contact their city hall to get the number for animal control or call their non-emergency Police Department. If they live in Cleveland, the city kennel phone is 216-664-3069. If it is Parma, refer to Intake procedures below.

Intake Procedures-whether a phone call or in person with animal. If the animal is a specific breed, refer them to the rescue binder above the mailboxes. Otherwise follow procedures below: There are owner surrender forms on our website under the “Need Help” tab.

Cat Intakes:

- **Parma cat strays** – no stray cat can be accepted without the Animal Control officer’s (ACO) direct authorization. Check to see if ACO is in office for authorization. If ACO is not in office, tell them you will call the ACO. If ACO doesn’t respond, give about 10 minutes and call a second time. If no response from ACO, then contact Health and Welfare Cats – Kim Flint Bolz 440-305-3283 text (preferred) or call. If no one is available tell them to call 440-885-8010, which is voice mail for ACO. **Do not promise that the ACO will pick up the cat or that it will be accepted.** If authorization is given by ACO notify H & W Cats of impoundment. An impound form must be filled out by anybody leaving an animal **after** permission has been given. Make a copy of their driver’s license and attach to form. **Do not take in animals without permission.**
- **Pregnant cats and kittens** -take name, phone number and put it in the Cat Health and Welfare mailbox or scan to Kim Bolz.
- **Owner surrenders from the city of Parma** - are only accepted if the Health and Welfare Chairman Cats has stated that we have room to accept these animals. Before an owner surrender can be accepted or brought in, the proper Health and Welfare Chairman **must give authorization** that the owner surrender can be brought in. Please fill out the owner surrender message form and put it in the H & W of Cats mailbox or scan and e-mail to Kim Flint Bolz. H & W of Cats will return their call. **Do not promise that the animal will be accepted!** If it has been stated that we are currently not accepting animals, refer them to another rescue.
- **Cats brought in by Parma police are always accepted.**

Dog Intakes:

- **Parma stray dog** – no stray dog can be accepted without the Animal Control officer’s (ACO) direct authorization. Check to see if ACO is in the office for authorization. If ACO is not in office, tell them you will page the ACO. If ACO doesn’t respond, give about 10 minutes and page a second time. If no response from ACO, then contact Health and Welfare Dogs –Jean Bolling text or call 440-724-1309. If not available, tell them to call 440-885-8010, which is voice mail for ACO. **Do not promise that the ACO will pick up the dog or that it will be accepted.** If authorization is given by ACO notify H & W Dogs of impoundment. An impound form must be filled out by anybody leaving an animal **after** permission

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

has been given. Make a copy of their driver's license and attach to form. **Do not take in animals without permission.**

- **Dogs brought in by Parma police are always accepted.**
- If public calls/comes with dog and states police told them to bring it to Parma Animal Shelter, contact Animal Control Officer to verify **BEFORE** accepting.
- **Parma Owner Surrenders** – Please get the name and address and phone, type of dog. Place message in H & W Dogs mailbox or scan and e-mail to Jean Bolling. H & W of Dogs will return their call. **Do not promise that the animal will be accepted.** If it is a pit bull or pit bull mix, tell them we will NOT accept it and do NOT leave the message as phone call will not be returned.
- **Other City Dog Owner Surrenders** – PAS does accept dogs from other cities at our discretion i.e. if we have room, etc. Please get the name and address and phone, type of dog. Place information in H & W Dogs mailbox or scan and email to Jean Bolling. H & W of Dogs will return their call. **Do not promise that the animal will be accepted.** If it is a pit bull or pit bull mix, tell them we will NOT accept it and do NOT leave the message as phone call will not be returned.

For Owner Surrenders when we are not accepting animals or they live outside of city of Parma:

- They can use the links re-home.adoptapet.com and getyourpet.com on our web page which allows them to post their pet on-line for adoption. You can also tell them they can put their zip code into Petfinder.com and contact a rescue/ shelter in their area.

For Animals Adopted from the Parma Animal Shelter

- Take adopter's name, phone number and any information such as date of adoption, name of animal, and tell them the Health and Welfare Chairperson will return their call. Do not promise we will take in any animal. **Do not give out telephone numbers to the public. Always take a message and call the volunteer yourself if it can't wait till they come to pick up messages.**

Can I come and see an animal to adopt? We are open seven days a week 5-7 pm and 10-12 noon on Saturdays and Sundays. We ALWAYS encourage potential adopters to submit the adoption application from our website. That is the quickest way to get it approved so that when they arrive, the adoption counselors can print out their approved adoption application from that email account at the front desk. Front desk staff can fill out and submit an application for anybody who cannot do it to ensure the forms are legible.

Are you a no-kill shelter? There is no such thing. Any animal that is healthy and adoptable will be given a chance to find a forever home but sometimes an animal is injured or too sick to place. Sometimes the ACO must pick up feral or unadoptable animals and these will not be placed. Parma Animal Shelter is a "no time

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

limits” shelter, meaning animals will be provided love and care till adoption.

What can I donate to help? There is a basic need wish list on our webpage. An urgent need wish list is on the counter at the front desk.

We are not permitted to take messages for the Animal Control Officer. We do not know when they will be at the Shelter. They could be out on calls, in court or off-duty. Please tell the person to call 440-885-8010 to leave their message.

Inquiries about Volunteering: Adult Volunteers must be 18 years old and commit to a minimum of 2 hours per week, same day, same shift. We are unable to accommodate court-ordered programs for hours. If there is COMMUNITY SERVICE needed for school or church of 30 hours or more, we may be able to accommodate that request depending upon our needs. If it is under 30 hours, suggest they call another non-profit organization. Junior volunteers are between the ages of 15 and 17. Junior volunteers only volunteer on the cat side and are allowed to handle non-aggressive cats only. The Junior Volunteer Program cannot be used for court-ordered, community and/or school service hours. When accepting a printed **Adult** application, **make sure the waiver has been signed by the applicant.** When accepting a **Junior** application, **make sure that the parent/guardian has signed the back of the form** before putting the form into the appropriate Membership or Junior Volunteer mailbox. Make sure they fill out the entire form and tell them they will be contacted in **2-3 weeks**. Applications go in the Membership mailbox. Both applications can be filled out on-line from our website.

Sponsoring a Cage: 12 months \$100. Forms are available in the top plastic forms holder on the wall next to the phone. A sponsor application form must be completed. That form acts as a receipt, so no additional receipt is needed. Annotate on the form the type of donation (cash or check with check number). Make a copy of the form and check. If cash is accepted, make a second copy of the form (with the annotation) and give to donor (that is their receipt for cash). Put one copy of the form in Barb Heath’s Sponsor a Cage mailbox with the copy of the check then put the money and the original form in the safe in an envelope. The donor will also receive an acknowledgement/thank you letter with the location of their plaque after it’s installed. They can also do this from our website.

“In Memory of” or “In Honor of” Donations: If someone inquires by phone that they would like to donate some money to PAS in memory of someone who has passed, human or pet, or in honor of someone, human or pet, thank them for their thoughtfulness and ask them to send a check payable to Parma Animal Shelter and mail to Parma Animal Shelter, Attn: Treasurer, P.O Box 347321, Parma, OH 44134. Have them include a separate sheet of paper with the name and address of the family who should be notified of this gesture and the name and address of the donor if it differs from the check, is not on the check or cash is donated. They can also do this through our website.

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

If someone comes into the shelter, give them an In Memory/In Honor Donation form, located in top plastic forms holder on wall next to the phone, to fill out or fill it out with them. Include this form with receipt in the envelope and put the envelope in the safe.

They can also donate with a credit card or through Paypal from our website. We have information about trusts and estates on our website. Our Tax ID is 02-0693967 for tax-deductible donations.

Hurt Wild Animals: Lake Erie Nature and Science Center 440 871-2900. Info on bulletin board.

Shelters & Rescues: There is a 3-ring binder with phone numbers available or refer them to Petfinder.com. Visitors can be given a list of shelters and rescues in the bottom middle mailbox.

Calls about Bunny Rabbits: Buckeye House Rabbit Society Shawwna Lemerise bhers-shawwna@ohare.org please email or Stephanie Lodge bhrs-stephanie@ohare.org 216-571-1088

Locked out of car: Non-emergency policy phone number is 440-885-1234.

Power outage: Emergency lights and flashlights can be found in the laundry room drawer.

We also have a Resource page on our website which volunteers can access at the front desk and help callers.

Lost and Found Reports

No matter what city a person has lost or found an animal, a report should be taken. Animals do travel large distances quickly and easily cross city borders. When people call in to report a lost or found animal be sure to:

1. First ask if the animal has been lost in the last day or so. If so, ask a dog/cat volunteer or ACO if a new one was brought in. Also, just doing a visual check of the kennels, quarantine room (DO NOT enter quarantine room without checking for signage if entry is not permitted or the Vet Room if animals are being treated) or outside dog runs might help find the animal. The main cat room will never have a NEW stray but the dog kennels, quarantine or adoption room or cat step-down or quarantine rooms could. Give them the ACO's number 440 885-8010 if they want to leave her a message.
2. Circle LOST or FOUND – very important! AND – be sure to put the form in the

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

appropriate section of the dog or cat lost and found book afterwards. Lost in front, found in middle and returned to owner in back. Fill out every space on the form. Ask them to send a picture of the animal to info@parmashelter.org and attach the lost report if they fill it out on line. If you take a report over the phone, mark it that a picture will be sent. Picture will be shared with Intake and ACO. Make sure you sign the form.

3. Be sure to ask the pet's name (if lost) and for a description of any distinguishing marks, like "one black paw" or how long the hair is – short, medium or long.

4. Always ask them to call us back if they find their pet so we can file the report in the back of the book! Advise owners to put a used item of clothing outside to draw their pet back to the scent, to speak to mail carriers, kids walking to school, delivery drivers etc. about their lost pet, put up flyers in vet offices and around town. If cat is lost, suggest for them to leave the litter box outside to draw the lost cat home. Give them the number of other local shelters to check.

5. When you ask for the address, ask what street it is near – for example if they say Grantwood, ask if it is near State or 54th or Broadview. This will help us if somebody has lost a pet or found one in that area to match the reports. Try to get their email.

6. If you have time, please check the lost and found books to see if you can match up any reports. (Sometimes people forget) Call people with the reports that are the oldest to see if they found their pets. If they have, mark them RTO and put them in the BACK of the book. *We will keep reports for six months; three months in the book, three months in the file cabinet.*

7. If someone comes into the Shelter with a picture and posting of a lost animal, either a dog or cat, please put it in the lost and found book and complete one of our lost reports with picture attached. Sometimes they do not have all the information we require like the date, etc.

8. Tell them to post the animal on Facebook, Pawboost.com (this is for both lost AND found animals) or Finding Rover and PetcoLoveLost which uses face recognition to search for look-alike animals posted on shelter pet lists on the internet.

9. If someone calls having seen an animal posted by the ACO on Animals Impounded FB page, take a lost report as above. DO NOT disclose the gender of the animal. Contact the ACO and inform the ACO we have an inquiry of a potential owner of the lost animal. If no response within 20 minutes, re-contact the ACO. DO NOT have the caller come to shelter unless given permission by ACO or designee.

A Note from the Treasurer: Regarding Receipts

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

ALL monies coming into the Parma Animal Shelter Inc. MUST be accompanied by receipt or detailed Envelope. HOW TO FILL OUT CASH/CHECK RECEIPT or ENVELOPE - located on left wall of office - front counter. Please print clearly so the names and numbers can be read. Place everything in an envelope and put in safe (located in left cabinet of sign-in book).

Dog and Cat Surrenders

On the receipt, mark CAT or DOG SURRENDER. Do NOT mark donation. This is not a donation.

Adoptions

- Date
- Amount and check number if paying by check
- Name of person
- Type of animal (cat/dog) and its name.
- If paying by check – make copy of drivers license and check.

Donations - Monetary

- Date
- Amount and check number if paying by check
- Name and Address if not written on check and for cash also as without this information a thank-you cannot be mailed; and this is very important. Donors will be acknowledged in 2-3 weeks.
- Memorial donations: Obituary notices are given to Treasurer mailbox along with any contact information from family and donor. The treasurer will give the name and address of donor to Thank You Coordinator, Barb Heath, so family is notified of donor.

Display Case and Merchandise Cabinet _____ CABINETS FRONT ENTRANCE-

Showcase/Merchandise Sales: Use regular receipt book. Just fill out a receipt with items sold, put in an envelope with the money and place it in the safe. For shirts, write size, type and color sold.

Donations – In-Kind (NO MONEY) Use small Receipt book.

- IN-KIND Donation (towels/blankets/paper products/pet food) - NO value given for In-Kind Donation (that is for their tax person to determine)
- White copy goes to donor. Pink stays on the tablet. Make sure name and address are legible. Yellow copy goes to Thank You Coordinator only if a THANK YOU is required (large donation from a company, etc). Millie Eckert does in-kind thank yous.
- Get e-mail address if they want to subscribe to our newsletter.
- Take to the garage put on donation shelf.

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

Miscellaneous: NO RECEIPT - USE Envelope WITH DETAIL other money coming into the shelter. Mark ALL envelopes with your name and the date and total inside. Money is placed in the safe at the end of each shift.

- Candy sales – mark “candy” on envelope and place money in safe.
- Fund Raisers – mark “bake sale” etc. on the envelope and place money in safe
- Catnip pierogies mark “catnip pierogies” on envelope and place money in safe
- Donation Jar – leave change in jar but remove dollars at end of shift, mark it “donation jar”.

IMPOUNDMENT FEES – These belong to the City of Parma. The return to owner form is filled out and money and form placed in an envelope for the Animal Control Officer along with a copy of the owner’s driver’s license. The envelope goes in the mailbox on the ACO’s door. The Animal Control Officer issues the receipt and gives it to the owner. Return to owner form should be left in Dog HW Mailbox.

REIMBURSEMENT REQUEST -

1. Obtain the Reimbursement Request Form from holder left side of Reception /Office
2. Use Tax-exempt form for ALL purchases -located left side of reception office- (tax will not be reimbursed - we are a 501(c)3
3. Approval **MUST** be obtained before money is spent from Treasurer or chairperson
4. Fill out request form completely and attach receipts. Submit form signed by approver to treasurer.
5. Place reimbursement request and receipts in mailbox of Treasurer.

General Policies for All Volunteers

Attendance: Volunteers who do not show up for their shifts and have not contacted their shift leader for three consecutive shifts will be removed from membership in Parma Animal Shelter. Upon termination, volunteers must immediately return all property belonging to PAS, Inc.

Visitor sign-in: Greet visitors with a **smile and word of welcome**. Have visitors sign-in as it is required that visitors sign-in at the visitor log before they visit animals. At a minimum we want them to print name and email address for our newsletter. They are not required to fill out the rest of information. Children with their parents are not required to sign-in.

Vendor sign-in: Any city maintenance worker or other repairman or vendor is required to sign-in the vendor sign-in steno notebook so that we have a record of when maintenance is done to our equipment/building and the reason for the visit.

Mail: If the mail carrier comes into the shelter with mail, please walk it outside to the

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

mailbox next to the front door and drop ALL mail into the mailbox. ***Do not open mail, do not distribute mail just open slot on mailbox and deposit in the mailbox.***

Items delivered/left for a volunteer: If something is delivered or left for another volunteer, please make sure the NAME OF THE VOLUNTEER who is to receive the item and THE NAME of who the item is from is on the item! If you can, take a picture of the item and text it to the volunteer.

In Kind Donations: In Kind Donations are to be put into the garage NOT in the laundry room – use the cart to transport to the donation area in the garage every shift. Check the outside donation box every shift.

Email addresses: The email address for internal PAS communications is communications@parmashelter.org and the email address for the public contact to PAS is info@parmashelter.org.

End of Shift: Make sure coffee pot is turned off and unplugged and washing machine and dryer are off before leaving. Note your time at the end of your shift in the volunteer log. Front door is to be locked at all times. Check gate and kennel door.

Hours of Operation for Front Desk – 10 am till noon and 5-7 pm daily

Address: 6260 State Road, behind Honey Hut and Bartel's Animal Hospital and South of I-480, in front of State Road Park, between Grantwood and Ridgewood

Cost of adoptions: All adopted animal costs include age appropriate shots, testing and spay or neuter. ***Watch for notices on the bulletin board for Adoption Fee Specials.***

- Kittens (Under 4 months) are \$100, a second kitten is \$50.
- Adult cats (5 months through 7 years) are \$50, a second cat is \$25.
- Senior cats (8 years and older) are \$25.
- Sometimes we run promotions, which will be noted on the bulletin board next to the front desk in the hallway.
- Puppies (Under 7 months) are \$200.
- If they want to adopt a second puppy, it is full price.
- Small Dogs (7 months to 7 years) 25 lbs. and under are \$200.
- Adult dogs (7 months to 7 years) are \$160.
- Senior dogs 7 years and older are \$85.
- If they want to adopt a second adult dog or senior dog, it is ½ price. (If they want to adopt 1 adult and 1 senior, the senior dog is the one that is ½ price.)

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

Where to Find Stuff

Adopted animal files – dogs in file cabinet, dog adoption room. Adopted cat files: File cabinet in the main cat room.

Animal medical files – dogs in file cabinet, dog adoption room. Cats in file cabinet in main cat room. Fostered cat files are in Step-Down.

Stamped receipt books: File cabinet next to wall behind front desk. All cabinets and drawers are marked with contents. Please put things back where you found them.

Cat Adoption Appointment schedule - the link to online adoption appointment schedule is now on the computers at front desk. No password necessary. This picture shows the orange pie shaped icon which you just double click to see the scheduled appointments
The frontdeskatsshelter@gmail.com password and to the front desk computers is 6260State

Overflow front desk supplies are located in Rubbermaid cabinet on the right as you enter the garage.

Tools, batteries, miscellaneous paper and other supplies are located in the cabinets and drawers in the laundry room.

Cardinal Rule: ALWAYS PUT STUFF BACK EXACTLY WHERE YOU FOUND IT BY END OF SHIFT.

Reporting Problems

1. If there are washer/dryer problems, leave detailed message regarding what the problem is for Barb Heath 440-821-7389, then CALL the appropriate phone number to ask for service.
 - For washer repair call 1-800-628-2588
 - For dryer repair call 216-475-2045
 - Dog shift leaders are to sign off on the repair work when it is completed.
The copy should go to treasurer mailbox.
2. Building problems – water leaking, lights need changing, power outage – call Barb Heath 440-821-7389. She will contact City Hall to report problem. If problem is reported before 11:30 am weekdays, they will come out to fix problem the same day. Otherwise they will come out the next business day. Leave a note where the problem is occurring, that states the problem, that it has been reported with the date and your name so multiply people do not report the same problem. If it is an emergency, please call Parma Service Department to report problem at 440-885-8184 and notify Barb Heath also.

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

3. Minor maintenance problems – hinges on cabinet doors need tightening, etc. – leave a note in maintenance mailbox by front desk that is dated and print your name. Maintenance chair, Paul Feador, 440-622-8292 will handle the problem.

Procedures for Accident Reports

All accidents and injuries, including a scratch or bite that draws blood, could be a potential issue for the shelter and must not be taken lightly. Volunteers and the Public must fill out an accident report (found in the front office file cabinet-secretary drawer – marked Accident Reports) for documentation. If the public chooses not to fill out an accident report, the shift leader will write a report and state on the form the person refused to record the accident. The following procedures have been put in place for record keeping:

1. An accident report (can be found in the secretary drawer – file marked Accident Reports - in the front office) is filled out by the injured party. The person receiving the report should TAKE THE TIME to read it making sure everything is legible. Four copies (or three if not animal bite or scratch) are made and distributed as follows:
2. The original put in the Presidents mail box
3. A copy put in the file marked {ACCIDENT REPORTS} in the front office file cabinet.
4. A copy given to the appropriate Health & Welfare Chairperson.
5. A copy given to the person filling out the accident report, even if it is a volunteer. A copy given to the ACO in her mailbox on her door **if any injury is due to animal bites or scratches.** The ACO will contact the Board of Health.
6. ANY accident, injury or medical emergency must be reported to Barb Heath ASAP.

Laundry Procedures

Use magnets to identify which room, cat or dog, laundry has originated-cats, dogs, cat step-down, cat q-room, dog q-room and place on washer and then it follows laundry to the dryer.

Quarantine Procedures

Please use gloves provided. Once laundry has been started, disinfect the washing machine door handle and button pressed for wash by wiping with Rescue. Disinfect laundry basket with Rescue in laundry tub that held unclean laundry. Leave on for 5 minutes. Disinfect your gloves while wearing them with either Rescue or hand soap. When returning folded, clean laundry, leave outside door of room. DO NOT enter room! At end of shift, throw gloves away.

Washer and Dryer Instructions

**** All laundry from Step and Quarantine rooms should be placed directly into washing machine every time, no waiting.** If washing machine is not free, do not accept laundry.

Parma Animal Shelter Policies, Procedures and Frequently Asked Questions – edited 2024

1. Maytag serviceman said not to overload the washer more than 2/3 full to allow free movement of items and ensure they are cleaned properly.
2. Shake out laundry and unfold blankets before placing in washing machine. Don't overfill.
3. Use ¼ c detergent and ¼ cup concentrated Bleach in Opening B. Make sure you use the correct measuring cup. Do not use individual packets of laundry detergent as they do not disintegrate properly and will clog the machines. Use 1/8 cup fabric softener in Opening C only when laundry has static cling. If 1/8 cup is not available, use ¼ cup measuring cup and fill halfway.
4. Press whites button for every load.
5. Clean the hair and debris off the rubber mounting on the washing machine window as needed. Buildup causes the door to leak.
6. 14Leave on for 5 minutes.
7. Clean out the lint drawers after EACH load in the dryer. The dryers are large enough for two loads. Turn the knob to unlock the drawer and pull forward. Reach all the way back to clear the lint. Don't forget to clean the bottom lint drawer located under the door of the bottom dryer. Be careful not to touch the hot insides of the dryer when removing the laundry.
8. Do not overfill dryers. Be sure items are DRY before folding and putting them away.

**See Volunteer's Manual by sign in sheets. For: Paper copies of forms and policies located on the VOLUNTEERS ONLY website parmashelter.org/paspeople
Minutes from meetings of committees are available in the Minutes Binder by the sign in sheet**