



*We train and connect dogs with people to cultivate positive change in individuals, families, and communities.*

# VOLUNTEER HANDBOOK

2024

We value and appreciate the time and contributions of our volunteers. The policies and procedures described in this handbook will provide structure, facilitate mutual accountability, and serve as the framework of our relationship.



*This document and the information disclosed within, including the document structure and contents, are confidential and the proprietary property of Duo Dogs, Inc.*

Dear Volunteer,

Welcome to the Duo Dogs Family!

Since 1981, volunteers have donated their time, talents, and resources to make Duo Dogs what it is today. Our current and future volunteers are the foundation that help us grow and meet the increasing demand for our services. We hope you find your time with us to be a positive and rewarding experience.

Duo has various volunteer opportunities for you to participate in throughout the year. Be a part of raising and training our future Assistance Dogs, enroll your personal dog in the Duo Touch Therapy program, and/or participate in our fundraising events or volunteer at our facility. Feel free to explore the different options that fit your skills and talents best!

We are extremely grateful for our volunteers. Your time and contributions are valuable to us and will make a positive impact on those we serve.

Best Wishes,  
Erin

Erin Manning  
Community Relations Manager  
emanning@duodogs.org  
314-997-2325 ext. 3109

## ABOUT US

Duo Dogs trains and connects dogs with people to cultivate positive change in individuals, families, and communities. Duo Dogs Inc. is a national 501 (C)(3) not-for-profit organization, based in St. Louis, providing highly skilled Assistance Dogs to individuals with physical and hearing challenges, PTSD Dogs to local Veterans and Facility Dogs to those in need of emotional assurance.

Duo Touch Therapy teams visit hospitals, assisted living homes, treatment centers and schools, offering joy, positive interaction, and compassion. Accredited by Assistance Dogs International (ADI), and in compliance with the Americans with Disabilities Act (ADA), Duo opens the doors to independence by providing Assistance Dogs, PTSD and Facility Dogs at no cost to the client. Duo is also recognized by the American Kennel Club (AKC) as an obedience and therapy dog training and certification organization. Duo also provides basic, intermediate, and advanced obedience classes to the public.

## ADI ACCREDITATION AND PURPOSE

Job responsibilities are designed to ensure Duo programs meet the accreditation standards established by Assistance Dogs International (ADI) for the assistance dog industry. This process recognizes organizations that are currently in compliance with the standards and practices as outlined by ADI.

As members of ADI, Duo has set minimum standards and guidelines for their programs by working to maintain accreditation for the organization. Goals and interests are best achieved by uniformly complying not only with local, state, and federal laws but also ethical, moral, and legal policies and procedures. Adhering to these standards will serve to ensure that the dogs trained as assistance dogs will be appropriate to support the functional needs of the person utilizing their skills and that the animal is treated humanely and with respect.

Duo Dogs first earned its accreditation with ADI on December 20, 2007 and has since remained compliant with the reaccreditation process. Duo also makes every effort to comply with provisions of the Americans with Disabilities Act (ADA) in its services, facilities, and employment practices. Duo works hard to educate their clients on their rights in relation to ADA.

Assistance Dogs International, Inc. is a coalition of not-for-profit organizations that train and place assistance dogs. The purpose of ADI is to improve the areas of training, placement, and utilization of assistance dogs along with staff and volunteer education.



## DUO DOG PROGRAMS

### Assistance Dog Program

- **Duo Mobility Assistance Dogs** assist clients with activities like opening and closing doors, picking up dropped items, retrieving objects, undressing, and carrying bags.
- **Duo Hearing Assistance Dogs** alert people who are deaf or hard of hearing to important sounds such as doorbells, alarms, and phones.
- **Duo PTSD Assistance Dogs (Veteran specific)** serve local Veterans with a diagnosis of Post-Traumatic Stress Disorder residing within 50 miles of the Duo Dogs facility. Duo's PTSD Assistance Dogs provide social-emotional support to their handlers. They help to improve ties to the community and increase confidence in navigating public spaces independently.
- **Duo Facility Dogs** are placed in facilities such as courtrooms, children's advocacy centers, hospitals and schools that serve physically, psychologically, or socially vulnerable populations. They are used as an adjunct to therapeutic interactions by licensed or certified workers that have been trained as handlers by Duo Dogs. The Facility Dog is certified to work within the specific facility only.

### Duo Touch Therapy Program

The Duo Touch Therapy program was started in 1989 in response to the medical community's need for the use of pet assisted therapy in patient treatments. The Duo Touch Therapy program involves volunteers and their personal dogs that are certified to visit hospitals, nursing homes, hospice, treatment centers, residential facilities, and schools in the St. Louis Metropolitan Area. Touch Therapy teams also visit local schools and libraries participating in our Paws for Reading program, designed to help young people by using dogs as an incentive to read. Duo Response Dogs provide the comfort and emotional support that is remarkably effective at helping students, staff and others cope in the aftermath of a crisis. Duo's training is based off of the NAACR (*National Animal-Assisted Crisis Response Standards*) but tailored to meet the needs of communities here in the St. Louis metropolitan area. As these programs are volunteer based, there is no cost to facilities to receive a visit from a Touch Therapy team.

### Obedience Program

Training is a great way to create a wonderful bond between a dog and its owner. With Duo Dogs' positive reinforcement training courses, owners will learn how to effectively communicate with their dog and enhance the human-animal relationship. Duo Dogs employs full-time, professional animal trainers that utilize positive reinforcement training. Our methods are not only effective, but they also engage both dog and human to create enthusiastic learners out of both! Endorsed by the American Veterinary Society of Animal Behavior and The Association of Professional Dog Trainers, positive reinforcement will help you see results while building a strong relationship with your dog. Duo currently offers puppy, basic skills, intermediate, and advanced skills classes.

## VOLUNTEER OPPORTUNITIES

### Whelper Helper

Whelper Helpers provide care for Duo's puppies aged newborn up to eight weeks, 24/7 on-site at Duo's facility. Responsibilities include feeding, cleaning the whelping box and potty box, puppy enrichment, laundry, as well as documentation of daily routines and activities. Volunteers also provide care for the mama dog, including giving potty breaks and play time, and making sure her dietary needs are being followed. Whelper Helper Orientation is required prior to serving a shift. As a New Whelper Helper, you will shadow an Experienced Whelper Helper. This volunteer opportunity arises when litters are born 4-6 times per year.

**Shift Times: 8-11AM, 11AM-2PM, 2-6PM, 6-9PM, (Overnight) 9PM-8AM**

### Volunteer Puppy Raiser (VPR)

- Duo's Volunteer Puppy Raisers (VPRs) provide care for an assistance dog in-training in the volunteer's home starting at eight weeks and ending when the dog is ready to return to Duo to learn advanced skills training (between fifteen to eighteen months).
- VPRs are responsible for raising a puppy in accordance with Duo policies and procedures, including housebreaking, crate training, vet visits, reinforcing good manners, teaching basic obedience commands, and socializing the puppy in public locations. The journey is not final however, as many VPRs stay involved with their Duo pup through Kennel Enrichment, Graduation and Career Placement.
- Prior experience with raising puppies is preferred, but not required.
- Must be committed to spending most of the day with the puppy, (work from home full or part time or bring the puppy to work with you or have an adult partner who is willing to be a co-puppy raiser).
- All adults in the house involved with the training of the Duo Dog In-Training, must complete Duo Volunteer paperwork, in addition to obtaining a Background Check.
- If the adult partner plans on taking the dog out with their Duo cape, they are required to be registered as an official Duo Volunteer (including Background Check) and must attend a minimum of 3 VPR Classes prior to handling the dog.
- If going out of town and unable to bring puppy along, VPRs are required to utilize **ONLY** registered Duo Volunteers who are trained Puppy Sitters.
- Veterinary costs, food, and most of the equipment are paid for by Duo Dogs.
- Must be willing to attend weekly/bi-weekly VPR classes held at Duo Dogs.
- Must attend VPR Orientation.

### Puppy Sitter

Provide short-term care for Duo Assistance Dogs In-Training (various ages between 8 weeks – 18 months old) being raised by Volunteer Puppy Raisers. Sitters may have a puppy from a few days to a few weeks in their home and are expected to provide the same consistent care and training as provided by the VPR, provide documentation on their progress, and possibly attend VPR classes at Duo Dogs. \*Attendance/observance of three VPR classes is required prior to Puppy Sitting.

### Kennel Enrichment

Provide playtime and exercise for our future Duo Assistance Dogs. Our on-site kennel houses Duo Dogs in advanced training and this enrichment benefits their socialization skills. During nice weather, you can enjoy the dogs outside in our grassy area. In case of inclement weather, we have an indoor playroom. This position does not require training, but you must have stable mobility; including good balance, strong and steady footing, ability to bend down and good arm strength for playing "fetch!" Get ready for some high energy, fun-loving 18-month-old to 2-year-old dogs who love playtime! **Shifts are available Mon - Fri (8:30-10:00 AM & 12:00-1:00 PM)**

### **Duo Touch Therapy Volunteers**

The Duo Touch Therapy program is an 18-week training program that certifies volunteers and their personal dogs to visit hospitals, cancer treatment centers, nursing homes, residential facilities, and schools. Visit [Duo Dogs Website](#) for more information.

#### **Current requirements for the Duo Touch Therapy program include:**

- The handler(s) must be 18 years old.
- The handler(s) must pass a background check.
- The dog must be between 2 and 10 years old.
- The handler must have had the dog in their possession for at least one year.
- The dog must have completed an adult group obedience course with you as the handler.
- The dog must never have received any aggression or protection training.
- The dog must be current on vaccinations including rabies, distemper/parvo, and Bordetella.
- The dog must pass a temperament evaluation prior to enrolling in classes.

### **Touch Therapy Training Assistance**

Duo volunteers acting as “extras” during Touch Therapy training classes. Try out your "acting" skills as you help prepare future Duo Touch Therapy Dogs for the real world of hospitals, schools, nursing homes, etc. Must be a registered Duo Volunteer to participate. Under 18-year-olds can participate under the supervision of a Duo Volunteer parent/guardian + signed waiver. Shifts are late mornings and afternoons on weekdays and some weekends. We do have a need for youth volunteers (ages 2-12 - preschoolers, or homeschoolers, and/or students that are on a break). **Shifts available – days/evenings/weekends.**

### **Fundraising Event Volunteers**

We have 3 major fundraising events throughout the year:

- **Duo Dash 5K Run/1 Mile Walk in September**
- **Trivia Night in June**
- **A Fetching Affair Gala in March**

Along with needing assistance obtaining sponsorships and donations, volunteers are needed for event preparation and day-of event duties. For example: set-up and break down at the venue, assist with registration and check-out, act as course markers and hand out water at the Run, judge trivia, manage auction items (including preparation, display, and monitoring), sell raffle-type tickets, etc. **Fundraising events are typically held during the weekend. Training prior to the event may be required.**

### **Young Friends of Duo**

Group of young professionals who work to spread the mission and vision of Duo Dogs amongst their peers and help with marketing and fundraising for the organization. This group participates in monthly volunteer activities, networking events and plans fundraisers each year.

### **Office Assistance/Building Maintenance Volunteer**

Duo's office volunteers perform various roles. Clerical work, such as answering phones at the front desk, data entry, filing, mailing/marketing projects, or packet assembly. If you have experience in IT, we could also use your assistance! This role could also include greeting guests, set-up or hospitality at Graduation Ceremonies or Duo Socials. Duo's building maintenance volunteers help beautify our grounds or help with “spring cleaning,” inventory control, etc. **Opportunities available during office hours M-F 8:30 AM-4:30 PM**

## Instructions for Logging Service Hours in VicNet

The [VicNet](#) online portal is **mandatory** for **ALL** volunteers to enter and track their volunteer time. Please be sure to enter your volunteer hours after each shift served, or at least once a month. Please follow these steps:

Visit [VicNet Login](#)

OR

Download the free VicNet App on a mobile device (smartphone or tablet) and install via the App Store or Google Play. App is called “*VicNet – Volunteer Portal*”

1. To create a new account in VicNet, **enter your email** (you must use the SAME email address you supplied Duo with when you filled out your initial volunteer paperwork). Please ensure your contact and personal information on your Profile is correct.
2. Then **hit Password Reset**. You will receive a link in your email to create a password.
3. **Login using your newly created password**.
4. **Go to the Service page** allows you to post your volunteer service hours and review your past service totals. When logging volunteer hours on the Service page, **choose your “Assignment”** from the drop-down menu. **Assignments include:**
  - **Whelping Helper:** volunteer time spent caring for newborn puppies.
  - **Volunteer Puppy Raisers (VPRs):** you will NOT need to separate out class training time. Please include total amount of hours you spend per day with your dog. If it is an entire day – please log 24 hours (subtract hours spent away from your dog). (One person may log 24 hours or a couple can split the time, 12 hours per person, per day.)
  - **Puppy Sitters:** if you are with the dog for the entire day, please log 24 hours (subtract time away from the dog).
  - **Touch Therapy:** select the facility location where your regularly scheduled visits take place or choose a “Community Event” for a one-time visit. (Choose Education, Healthcare, Military or Other) Only Touch Teams log “Number of Touches.”
  - **Touch Therapy Training Assistance:** volunteer time spent assisting during Touch Team training classes at Duo Dogs.
  - **Kennel Enrichment:** volunteer time spent with Duo Dogs in Advanced Training in the Kennel.
  - **Duo Dash Non-Touch:** Duo Dash Volunteers that are NOT Touch Therapy teams.
  - **Gala Non-Touch:** Gala Volunteers that are NOT Touch Therapy teams.
  - **Trivia Night Non-Touch:** Trivia Night Volunteers that are NOT Touch Therapy teams.
  - **Office Assistance/Building Maintenance:** work at Duo Dogs facility, i.e. clerical, gardening, graduation assistance, Orientations, Duo Socials or other events, etc.
5. Click “**Post**” to save and finalize your entry.

If you enter info incorrectly, you will not be able to make edits. Please contact Erin Manning at [emanning@duodogs.org](mailto:emanning@duodogs.org) to make the edit(s) for you.

## **VOLUNTEERS' RIGHTS & RESPONSIBILITIES**

### **As a volunteer, it is your RIGHT:**

- To be assigned a meaningful task suitable to your personal preference, life experience, and physical capabilities and to expect that your time will be used efficiently and effectively in a safe, orderly environment.
- To be oriented, trained, and supervised during the duration of your activity.
- To be treated with respect and kindness at all times by every member of the Duo Team and other Duo Volunteers.
- To offer feedback to the organization in person or through surveys to aid the organization in improving the volunteer program and opportunities offered.
- To be recognized through various means of appreciation.

### **As a volunteer it is your RESPONSIBILITY:**

- To complete and sign all necessary paperwork and obtain a Criminal Background Check (processing fee of \$37) before volunteer work begins.
- To fulfill additional orientation requirements for specific volunteer roles.
- To follow the rules, policies, and procedures of the organization.
- To represent the organization professionally and positively.
- To meet time commitments and show up ready to work.
- To be considerate and give adequate notice if you are unable to fulfill your commitment.
- To perform your tasks to the best of your ability.
- Not to take on more responsibility than you can handle or agree to commitments that you cannot keep.
- To provide constructive input and offer suggestions on ways to improve the workflow of your assignments, when appropriate.
- Respect the confidential nature of issues shared with you.
- To welcome all new volunteers and treat them with respect and kindness.

## **INCLUSION POLICY**

It is Duo Dogs' practice to not discriminate against and/or for any qualified applicants, employees, volunteers, or clients based on race, color, religion, gender, age, national origin, citizenship, marital status, ethnic origin, veteran status, disability or any other item as protected by law. This practice applies to all areas of employment and applicable areas of volunteerism including job assignments, training, promotions, transfer, compensation, discipline, and termination. Duo Dogs will not retaliate against employee, volunteer, or client, who exercise their rights and any complaint will be documented, investigated and where appropriate, disciplinary action will be taken. If the employee or volunteer does not feel the subject can be discussed with their immediate supervisor or if they are not satisfied with the way their report has been handled, a meeting will be arranged with the appropriate Duo personnel. Employee(s), volunteer(s), or clients should never assume that Duo Dogs is aware of any discrimination. It is the responsibility of the employee, volunteer, or client to report any situation they consider to be discriminatory.

## RULES OF CONDUCT

In order for Duo to maintain a safe environment for our dogs, volunteers, clients and Duo team members, rules of conduct have been established. Duo team members reserve the right to terminate volunteer service for inappropriate behavior with or without corrective action being taken.

The following are strictly **prohibited**:

- Any abuse of canines.
- Excessive tardiness, extensive absences.
- Bringing a family member/friend who is NOT a registered Duo Volunteer, to a Duo volunteer assignment.
- Unauthorized visits to facilities not covered by a written agreement with Duo (specific to Duo Touch Therapy volunteers).
- Any willful damage, careless use of, or unauthorized removal or appropriation of property or records belonging to Duo, another employee, volunteer, client, or participant.
- Falsification of personal records.
- Unauthorized access to or use of Duo files, rooms, building, or property.
- Unauthorized sharing or dissemination of Duo's intellectual property, curriculum, or other Duo information.
- Bringing scandal or ill will to the Duo organization.
- Acting in a threatening or abusive manner to a supervisor, employee, volunteer, participant, or patron.
- Possession, use, sale, or distribution of drugs, or other controlled substances while on Duo's property.
- Reporting for service while under the influence of alcohol or drugs or becoming intoxicated while at Duo facility or Duo events.
- Possession of firearms, weapons, or explosives while on Duo's property.
- Committing acts of violence towards persons while volunteering with Duo and/or use of abusive language.
- Harassment of any kind toward individuals associated with Duo including but not limited to, staff, other volunteers, clients, and visitors.
- Unauthorized contact/representation with the media, Duo clients, Duo guests.
- Breach of confidentiality agreement.

## VOLUNTEER DRESS CODE

The Community Relations Manager will communicate what is and is not proper attire for each volunteer opportunity. Volunteers are asked to dress in a manner appropriate to the environment within which they are working. Clothing should be clean and neat, with proper footwear. If applicable, Duo apparel should be worn. Duo Dogs has an apparel website where you can place orders directly. All volunteers must comply with the dress code of the facility in which they work. Volunteers are asked to maintain proper hygiene and to avoid heavy fragrances as they will be working with dogs who have sensitive olfactory senses and people who might also be sensitive.

## DUO BRANDED APPAREL

If you would like to place an order, please use the links below to purchase Duo Dogs apparel for Volunteers:

### [Clean Store Website](#)

Username: DUO Supporter

Password: Supporter2023

### [Land's End Store](#)

Create your own name and password.

## DUO DOGS SOCIAL MEDIA GUIDELINES

Duo Dogs has developed a social media presence to reach new audiences, build and strengthen relationships with constituents and engage donors and volunteers in new ways. As the program has grown, it has become necessary to establish guidelines for the use of social media by Duo volunteers.

Social media content must always align with and support the Duo Dogs mission, core values and the quality reputation Duo has developed in the public forum.

- **Maintain all organizational policies and codes of ethics.** Duo Dogs policies and guidelines including those listed in the Volunteer Handbook are to be maintained whether offline in the physical world or online in the virtual world. This includes but is not limited to policies prohibiting sexual harassment or other forms of unlawful harassment.
- **Protect confidential and proprietary information.** Duo volunteers are prohibited from posting, implying, or writing about confidential or internal information of the agency and its donors, including information about corporate donations, personal donations, volunteers, finances and budget, human resources, clients, and the like.
- **Ensure content related to Duo Dogs is professional,** relevant to Duo's mission and reflects the organization's quality reputation.
- **Clarify the capacity in which you are speaking.** Except in cases where a person has been designated to speak on behalf of Duo Dogs, a volunteer should not attempt to speak on behalf of Duo Dogs or express any opinion or view under circumstances which in any way would suggest or imply that the individual is speaking on behalf of Duo Dogs.
- **Consider your audience.** Remember that your readers may include current Duo clients, potential clients, as well as current/past/future employees, volunteers, and donors.
- **Exercise good judgement.** Refrain from comments that can be interpreted as slurs, demeaning, inflammatory, etc.
- **Respect copyrights and fair use.** Give people proper credit for their work, and make sure you have the right to use something with attribution before you publish.
- **Consider your identity online.** You are responsible for what you post. When using agency information to engage in any social media or professional social networking activity, all actions are public, and you will be held fully responsible for all said activities.
- **Personal use.** Whatever a Duo volunteer publishes or posts on social media for personal purposes should never be attributed to Duo Dogs, nor appear to be endorsed by or originated from Duo Dogs. The privacy of other Duo Dogs employees, clients, and volunteers should be respected at all times. Discussions in social media concerning the personal and/or professional lives of Duo Dogs employees, clients, or volunteers, or the internal workings of Duo Dogs should not be conducted without the prior consent of the individual involved, or of the CEO.

## HEALTH & SAFETY

### **Health**

We have identified the following possible safety concerns:

- We may have canine health issues.
- We may have an infectious disease outbreak.

### **Illness**

Life happens. If you are sick or need to take care of a sick family member, please do not hesitate to cancel your volunteer assignment. Your health is top priority. If your pet is sick and your volunteer role involves being around dogs at Duo, please cancel your shift. Some dog illnesses are transferrable/contagious. We want to ensure the health of our Duo Dogs. The more advanced notice, the better. Please contact the Community Relations Manager at [emanning@duodogs.org](mailto:emanning@duodogs.org) or 314-997-2325 ext. 3109.

### **Covid-19 or other Respiratory Viral Illnesses**

Duo Dogs asks that all volunteers, Duo team members and guests follow the most current CDC guidelines regarding COVID-19.

### **Safety**

We have identified the following possible safety concerns:

- We may have power or water failure.
- We may have an intruder in the building.
- We may have a homeland security violation.
- We may have a fire, building or electrical hazard.
- Within the St. Louis, Missouri area we may have natural hazards such as tornadoes, flooding or earthquakes.

### **Bringing your personal dog to Duo**

- Prior to bringing your personal dog to Duo, you must have up to date and complete vaccination records of your dog on file. Your dog must be fully vaccinated to come to Duo for any reason.
- You must receive permission in advance to bring your personal dog to Duo. Please contact the Community Relations Manager.
- If approved, your dog must be properly leashed while on the Duo property.
- Personal dogs have limited access to specific areas of Duo.

## EMERGENCY PROCEDURES

The purpose of these procedures is to provide information on the steps to be taken during an emergency. The following procedures are pertinent to Duo team members, volunteers, and any other person in the building at the time of any emergency.

### Emergency Protocol Resources

- Duo will provide emergency contacts for all volunteers, staff and clients.
- Duo will provide emergency veterinary contacts.
- Thirteen fire extinguishers are located throughout the facility.
- Human defibrillator (lifesaving device for someone in cardiac arrest) is located in the Kitchen.
- Canine and human first aid kits and supplies are located throughout the facility.
- **Emergency Exits located:**
  - **Four (south) side building exits. One (east) front building exit.**
  - **One (west) rear building exit.**

### Active Intruder Related Emergency

- Dial 911 and alert local authorities of the threat (They should arrive within 3-6 minutes.)
- Duo team members will alert other Duo team members using phone page system.
- **Keep your mobile phone with you, if possible.** Duo will activate a group text for Duo team members informing them of potentially violent activity.
- Know where the nearest exit is located and alert other volunteers, guests and Duo team members nearby to exit with you.
- In an exit situation, Volunteers and Duo team members should meet at the entrance of Hy-C (building 10950) across the street from Duo, if possible. This building entrance provides cover from an active shooter situation. If necessary, run to another building and when safe, contact Duo team member via text.
- Duo Supervisor on-duty should be prepared to take roll call for those that were in the Duo building.
- Run. Hide Fight. If you are unable to leave the building, practice hide and/or fight scenario. For more info, contact Beth Biondo at [bbiondo@duodogs.org](mailto:bbiondo@duodogs.org)

### Medical Emergency

- In the event a person suffers a medical emergency, that person, if able to talk, should be asked the nature of their illness.
- **If the person is unable to respond or appears in extreme distress, a call should be placed to 911 for an ambulance and paramedics to respond.**
- In the event that a medical professional is in the building, he/she should be alerted so that they may attend to the patient until 911 services arrive.
- In the event no medical professional is available, simply try to comfort the person as best as possible until 911 arrives.
- A person should stay by the entrance door in order to watch for and direct the 911 service personnel to the ill or injured person.
- The CEO and those involved will complete an incident report.

### **Fire Detection within the Building**

- If the fire is small enough, trained personnel should use the nearest fire extinguishers.
- If not, or you cannot extinguish the fire, alert all people in the building of the fire and its location.
- If the fire is in a room or contained area where a door can be closed, the Duo team members should do so, as soon as all persons and animals are removed. No one should attempt to fight the fire unless they have been properly trained to do so with the equipment located in the building.
- **Move to exits, call 911, pull fire alarm and exit the building at either the front (facing EAST) side of building and move to end of parking lot or SOUTH side of the building and move across the street.**
- **Duo Team members will remove dogs from kennels. Kennel workers should exit the rear of the building, and dogs should be moved to the far NW corner and someone should stay with them.**
- **Whelper Helpers should move Mama and puppies outside using the puppy stroller or the wagon with a warming box (depending on age). The wagon and warming boxes are located in the hallway outside the whelping area.**
- The remaining Duo team members and volunteers should move to an area of the building as close to an exit as possible and exit the building in an orderly fashion.
- One Duo team member will be responsible for calling 911.
- Once outside, a count of people should be taken to ensure that everyone has safely exited the building.
- The other offices surrounding Duo should be notified in order that they may take appropriate action.
- Upon arrival of the fire department, a designated person will advise the fire personnel of the location of the fire and if any people or animals may still be in the building.
- If the CEO is not in the building, he/she should be notified as soon as possible. In the event he/she is unavailable, the Board President should be notified.

### **Weather Related Emergency:**

- In the event of a severe weather warning (when St. Louis County emergency sirens sound), all present in the building should move to the SHELTER AREA in the interior of the building, away from windows and doors.
- A portable radio and flashlights are available in the SHELTER AREA.
- Depending on the emergency, the dogs may be moved from their kennels to the SHELTER AREA.
- In the event that the building sustains damage, volunteers and Duo team members should first take required precautions to protect themselves as best as possible.
- After the damage is inspected, depending on the amount of damage, a call should be placed to 911 to report the event and request any needed assistance, such as medical for any injuries, or for possible gas line rupture or electric lines down or heavy building damage.
- If not present, the CEO is to be notified as soon as possible.
- During winter months when heavy snow or ice conditions occur, the CEO will make a decision to either close the office early or not open due to the conditions.
- In case of inclement weather, use your own discretion on how comfortable you are with driving to Duo. If you need to cancel, please notify the appropriate Duo Team member.
  - **EARTHQUAKE** – Practice drop, cover, and hold-on in each safe place. Drop under a sturdy desk or table and hold on to one leg of the table or desk. Protect your eyes by keeping your head down. Stay until you have an all-clear on the radio.

- **TORNADO** - All people should go directly to SHELTER AREA; Duo team members should ensure that all people are in SHELTER AREA, and then they will relocate dogs from Kennel and puppies from Whelping Area (if applicable) to SHELTER AREA.

## **HOW YOU CAN HELP WITH PHILANTHROPY**

*Increase the impact of your gifts and volunteer hours!*

**Log your Volunteer Hours at [VicNet](#) (Duo's Volunteer Portal)** This online portal is **mandatory** and is for **ALL** volunteers to enter and track their volunteer time. Contact Erin Manning at [emanning@duodogs.org](mailto:emanning@duodogs.org) with any questions.

### **Corporate Matching Program**

Many employers provide matching gift programs and will double—sometimes even triple—any charitable contributions made by their employees, retirees, or spouses. Some companies will make a donation when their employee volunteers with Duo. Use the link below and download the appropriate matching gift form. If you see your company listed, but you can't access the matching gift form, please contact your company's Human Resources Office. Then send the completed and signed form to Duo Dogs along with your gift. The Duo Dogs staff will handle the rest! Questions? Contact Sean McCaffrey, Chief Development Officer, at 314-997-2325 or [smccaffrey@duodogs.org](mailto:smccaffrey@duodogs.org). Search for your employer: [Duo Corporate Matching Portal](#)

### **Group Volunteer Days at Duo Dogs**

Our Group Volunteer Days for groups (6-12 people) are held on Friday mornings from 9 AM-12 PM. We are willing to consider other days/times, on a case-by-case basis. To schedule your group, contact Erin Manning, Community Relations Manager, at [emanning@duodogs.org](mailto:emanning@duodogs.org) or 314-997-2325 ext. 3109.

In an effort to remain fiscally responsible, we encourage corporate groups to make a donation in some way. Here are a few options that we suggest...

- Monetary Donation that fits your budget
- Donate Items from Duo's Amazon Wishlist [Click Here for Amazon Wishlist](#)
- Donation Collection/Supply Drive

### **Duo Facility Tour**

One of the best ways to introduce Duo Dogs is by taking them on a tour of our facility. If you would like to introduce your friends, family, or your company to Duo Dogs, we would be happy to give them a tour and opportunity to see the work we do firsthand. To set up a tour or have Duo Dogs visit your workplace, please contact either [emanning@duodogs.org](mailto:emanning@duodogs.org) OR [smccaffrey@duodogs.org](mailto:smccaffrey@duodogs.org).

### **Grants and Foundations**

If you can make connections with foundations, companies or other philanthropic entities, please contact Sean McCaffrey, Chief Development Officer, at 314-997-2325 or [smccaffrey@duodogs.org](mailto:smccaffrey@duodogs.org).

## **Volunteer Confidentiality, Release from Harm and Acknowledgement of Receipt of Handbook**

### **Volunteer Confidentiality Agreement**

As a protective measure for the privacy of everyone associated with Duo, we ask that each applicant/volunteer read and agree this confidentiality agreement.

- I understand that in the course of my time at Duo, I may be exposed to information of a confidential nature pertaining to volunteers, staff, clients, donors, and others associated with Duo Dogs, Inc. and their families.
- I will consider as confidential all information which I may hear, see, or read directly or indirectly, and will not seek information in regard to anyone involved with Duo, except only as it pertains to me.
- I understand that any breach or compromise of confidentiality of anyone associated with Duo by myself may result in immediate dismissal as a volunteer of Duo and could result in disciplinary or legal action from the organization.
- In the event that any breach or compromise of confidentiality is committed, my status as a volunteer at present or in the future can be terminated immediately at the discretion of Duo. Duo will provide no legal recourse or representation on my behalf.

### **Release of Liability from Harm**

I agree to the following items regarding my involvement with Duo and agree to abide by the policies and procedures presented to me by Duo.

- I accept full responsibility for any actions by myself during the course of any activity in which I participate with Duo, in accordance with the standards set forth by Duo and with local and state laws governing such liability issues.
- I accept full responsibility for any actions that I, as an individual may be involved with that are not in accordance with the standards set forth by Duo, when performing any and all activities for/with Duo.
- I agree to hold Duo harmless in the event that I am involved in any unusual incident while volunteering/working with activities for Duo. This includes any action that may cause harm to another individual, dog or property while performing any activities for Duo.

By submitting your application, you attested that you downloaded and thoroughly review the following:

- Volunteer Confidentiality Agreement
- Release of Liability from Harm.
- Duo Dogs Volunteer Handbook

By completing a Duo Dogs New Volunteer Orientation session and/or by volunteering in any capacity, you are acknowledging that:

- you reviewed the Volunteer Handbook and agree to adhere to the policies and procedures in the publication
- you agree to the terms of the Release of Liability as defined in the Release of Liability from Harm
- you agree to and understand the Volunteer Confidentiality Agreement.

A paper copy of the Handbook is also available at Volunteer Orientation. You may ask for additional copies by contacting the Duo Dogs office directly.

## VOLUNTEER COMMENTS AND CONCERNS

Duo Dogs works to ensure that all volunteers and clients feel safe and at ease while volunteering. The following contacts are available for you to address concerns regarding safety, professionalism, or other issues you may encounter that are not in keeping with Duo's mission and/or policies.

- Contact the Community Relations Manager, **Erin Manning at 314-997-2325 x3109 or [emanning@duodogs.org](mailto:emanning@duodogs.org)** Please be as specific as possible with the issue and those involved.
- Should further assistance be needed, please contact Duo's Chief Development Officer, **Sean McCaffrey at 314-997-2325 x3103 or [smccaffrey@duodogs.org](mailto:smccaffrey@duodogs.org)**