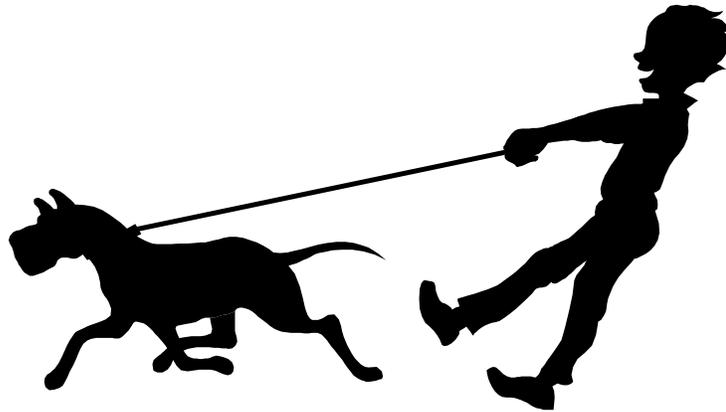


Napa County Animal Shelter

# **Volunteer**



# **Manual**

**2012**

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**Welcome!**

***Thank you for offering your time to assist in the care and socialization of animals for adoption. We realize that your time is valuable and we appreciate any assistance you can provide on a regular or periodic basis.***

**Due to lack of resources, without the assistance of volunteers many of the animals would not have the opportunity for exercise or socializing. The following pages provide an overview of how the operation is run and what services volunteers can provide.**

**To be a volunteer at the Shelter without a parent you must be at least 15 years. If you wish to volunteer and you are 14 years or younger a parent must accompany you. In this case, both the parent and child must fill out a volunteer application. Additionally, any volunteer under the age of 18 needs parental consent and signature.**

**After reviewing these pages, please complete the *Volunteer Application*. If you have any additional questions, please don't hesitate to ask one of the animal shelter staff or the lead volunteers.**

**Sincerely,**

**Kelly Tracey  
Supervisor  
Napa County Animal Shelter**

**Kristen Loomer  
Manager  
Napa County Animal Shelter**

Date: \_\_\_\_\_

## Napa County Animal Shelter VOLUNTEER APPLICATION

Please read through the volunteer manual. If after reading the manual you wish to volunteer at the Animal Shelter complete this form and leave it at the front desk. Filling volunteer positions at the Napa County Animal Shelter is dependent on current needs and staff's ability to manage the program. If your application is approved you will be contacted by telephone or mail and will be advised as to how to proceed. All new volunteers must attend a volunteer information session and complete a training program based on the area in which you will be working.

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_  
email: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Do you have pets?  yes  no If Yes, how many and what type? \_\_\_\_\_

Dog's License #'s \_\_\_\_\_

Have you ever worked as a Volunteer before?  yes  no

If yes, list for what organizations, a description of the work completed and for how long.

Volunteers are asked to make a **6 month commitment** and to volunteer at least 4 hours each week. Approximately how much time do you feel that you can contribute to the Napa County Animal Shelter each week and what would you like to do?

For office related positions: please indicate which days and shifts you are available (generally speaking, morning shifts are 9am-1pm and afternoon shifts are 1pm-5pm but can be altered based on the needs of the shelter and your availability):

Monday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____
Tuesday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____
Wednesday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____
Thursday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____
Friday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____
Saturday	<input type="checkbox"/> morning	<input type="checkbox"/> afternoon	<input type="checkbox"/> Other _____

For animal related positions (all of which start with the animal care assistant): please indicate which days you are available between the hours of 8am-1pm), keeping in mind you must complete 16-20 hours in this position before moving on to other positions:

Monday	<input type="checkbox"/> morning
Tuesday	<input type="checkbox"/> morning
Wednesday	<input type="checkbox"/> morning
Thursday	<input type="checkbox"/> morning
Friday	<input type="checkbox"/> morning
Saturday	<input type="checkbox"/> morning

Check One:

- I am 18 or older
- I am 15 or older. Parental consent and signature required.
- I am 14 or younger. Parental consent and signature required. I understand I can only volunteer with a parent accompanying me.  
(Parent application required at time this application is submitted)

Emergency Contact:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_  
Home Address: \_\_\_\_\_

I have read and understand the volunteer manual and understand that I am required to comply with the Volunteer Manual, Animal Shelter General Practices and Standard Operating Procedures and Guidelines for Responsible Adoptions that I was given to read as a prerequisite to submitting an application with the Shelter. I understand that I am required to report animal character traits to shelter staff as there are many compelling and obvious reasons why this information is important to shelter staff and perspective adoptive owners. I further understand that I am expected to maintain confidentiality to the events at the Shelter including but not limited to animal surrenders, redemptions, euthanasia decisions, discipline, etc. Failure on my part to comply with such policies and procedures and confidentiality may result in me being removed from volunteer service.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Parent Signature and Consent (if volunteer is under the age of 18):

\_\_\_\_\_  
Parent Signature (if volunteer is under the age of 18)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Name (print)

## Waiver and Release

I, the undersigned, agree to forever release, waive, acquit, discharge and covenant to hold harmless the Napa County Animal Shelter, Napa County Department of Environmental Management, the County of Napa, it's successors, officers, servants, agents, employees and volunteers from any and all claims, actions, causes of action, demands, losses, damages, liabilities, loss of services, expenses and compensation, on account of or in any way growing out of any and all known and unknown personal injuries or property damage which the undersigned may have now or hereafter resulting to or to result from the undersigned performing services for the Napa County Animal Shelter, it's officers, directors, employees or volunteers.

I recognize that there are risks inherent in handling animals and while performing other services for Napa County Animal Shelter. Nevertheless, I hereby agree to assume those risks and to release and to hold harmless all of the agencies or persons mentioned, whether caused directly or indirectly by any negligence (active or passive) attributable to the Napa County Animal Shelter, it's officers, directors, employees or volunteers.

It is further understood and agreed that this waiver, release and assumption of risk is to be binding on my heirs and assigns.

WITNESSED this \_\_\_\_\_ day of \_\_\_\_\_ 2012

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness (print name and sign)

\_\_\_\_\_  
Witness (print name and sign)

**(see separate full application for details on different positions available-this is just an example of the first few pages of the actual application)**

## Introduction

Volunteers are the primary providers of socialization and training/exercise for the animals at the Animal Shelter. We truly value the time you can donate and want to encourage you to make a real commitment to this effort. If not for people like you many of these animals would not get the attention and socialization needed to become a good family pet.

Those who desire to be volunteers at the Animal Shelter must be able and willing to commit to volunteer service. We encourage you to pledge a minimum of 4 hours per week (of course the more the better!). While any amount of volunteering is appreciated, it is difficult to anticipate adequate socialization and exercise for all our animals when volunteers don't meet this requested pledge.

To fully understand the role of the Shelter and our operating philosophy and policies you must attend a volunteer introduction meeting at which many of these issues will be discussed. You must also read through the 2012 General Practices and Standard Operating Procedures for Napa County Animal Shelter-Volunteer Edition and the Guidelines for Responsible Adoptions-Volunteer Edition (reviewed 2011) and consider how you will feel volunteering under these guidelines and practices. **If you philosophically disagree with these operating procedures and practices this shelter is probably not the best place for you to volunteer your service.**

Once you have completed and submitted the *Volunteer Application* please leave it at the front desk. If your application is approved and we have the positions available for which you have an interest and we have the resources to manage additional volunteers you will be contacted for your initial introduction meeting. After that meeting you will be advised as to how to proceed.

You will be provided with a comprehensive understanding of the operation, your duties and regulations and shelter policies and procedures.

## General Volunteer Procedures

Each day that you volunteer your time to work with the animals, we ask that you undertake the following:

- 1) Sign in/out at shown. This will enable us to keep track not only of who is working the animals on a given day but also the number of hours of help our volunteers are providing to the shelter.
- 2) Always wear your identification badge. This will identify you as a volunteer to staff as well as to members of the general public.
- 3) Inform the staff if you notice that an animal has physical problems that appear to need treatment.
- 4) Inform the staff of any behavioral problems exhibited by the animals, such as biting/attempting to bite you or other animals, growling at people/animals, cowering, being "mouthy" or any other form of aggressive act or particularly dominant trait. It is important to identify an animal which may bite someone or which needs to go to a home that can accommodate their particular needs.
- 5) Clean up after yourself at the end of each visit and put away all supplies.
- 6) If a member of the public inquires about adoption procedures or background information on a particular animal you may inform them of any of the information on the goldenrod information sheet for potential adopters including the following:
  - You may discuss the personality traits in animals with which you've worked (i.e., walks well on leash, enjoys being brushed).
  - Inform adopters that if they own another dog(s) they may be required to do a 'meet and greet' with the dog
  - It is preferred that the dog meet all family members at the meet and greet as well as the other dogs.

Any other questions including those about the adoption process, fees, or specific questions on applications already submitted, please refer them to the animal shelter staff at the front desk.

- 7) All volunteers must leave the Animal Shelter by 4:45 PM to allow shelter staff adequate time to finish up their duties and prepare to close.
  
- 9) Green/Yellow/Red Operating Status. Refer to the attached documents for the typical operating guidelines for each status. In general, GREEN status is normal day-to-day operation and will typically not be posted. YELLOW status is limited socialization status due to a minor disease outbreak. RED status means the area is closed to everyone except shelter staff due to a major disease outbreak. Volunteers are expected to adhere to rules at all times.

## CATS

Socializing cats primarily involves playing with them in a designated area. This is a great way to prepare cats for adoption by familiarizing them with the smell, noises and feel of humans.

Cats that are found as strays are put in the stray kennel and held for up to six days in case their owner comes to claim them. After the waiting period, if an animal has not been claimed, space providing, cats which are determined to be adoptable are moved to the 'adoptable' kennels. The animals in the adoptable kennels are the ones which need your attention. Animals in the stray area may be under quarantine and/or are not yet available for adoption and may not be removed by volunteers for any reason.

A volunteer or staff member will show you how and where to socialize with the cats.

When socializing with cats, please remember people (clothing and hands) are the biggest way in which diseases are spread. As such, please make every effort minimize the spread of disease by wearing the bibs provided, or if no bibs are available, using a pillow case or other lightweight linen to hold the cat when moving it from their cage to the socialization room (do NOT put the cat IN the pillow case, simply use the pillow case as a barrier). If you are holding and grooming the cat, place the pillow case or linen between you and the cat until you are finished, then use the same linen to return the cat to the cage. Place the linen in the laundry and get a clean linen for the next cat. Additionally, please wash your hands and arms (up to your elbows) with soap and warm water between cats. All this will greatly help us keep disease transmission to a minimum

Additionally please remember:

- 1) Some cats do not play well with others, therefore, please work with other volunteers to limit cat socializing to one at a time in the socialization room. Keep the cats away from other cats in the room.
- 2) Ensure that the cage gate is securely latched after returning the cat to their cage.

- 3) Keep outside doors closed at all times.
- 4) Keep staff apprised of cats with shy or withdrawn personalities, or if one attempts to bite or scratch.
- 5) Be aware of cat's body language. If a cat is over-stimulated from being pet or held, or becomes afraid, some of the symptoms may include:
  - Ears lowered
  - Tail swishing rapidly from side to side, vibrating or just the tip swishing
  - Quick body movements
  - Puffed tail or backside
  - Hissing or growling
  - Quick head turn or watches your hand while you pet
  - Long drawn out meow
  - Dilated pupils, wide open eyes
  - Refusal to smell your hand when held in the cat's face
  - Tight or tense body
  - Nips or bites
  - Ears are flat

Lead Volunteers: Heidi Williams; Tammy Piazza

## CAT CHECKLIST

Having been trained to socialize cats, I agree that I have been trained in and agree to the following:

- I will wear clothes that cover exposed skin
- I will check the cat chart when I arrive to see which cats have already been socialized
- I will use a bib or linen between every cat
- I will wash my hands and arms with soap and warm water between cats
- I will socialize cats 4 months and older in the rooms and kittens in the cage only.
- I will report any behavioral or health changes to a supervisor
- I will step out of the room if a cat becomes aggressive and will notify staff
- I have been shown how to securely close the cat cages
- I will sign the chart with the names of the cats I socialize when I leave

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff/Lead Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

## **DOGS**

Walking and grooming dogs as well as stimulating their mind is an important part of the adoption process as it allows dogs to get exercise, become accustomed to interactions with humans and look better for the adoption process. We depend on our volunteers to provide basic training, exercise and socialization to our animals for a number of reasons. This helps them decompress from the noise and agitation of the kennel and helps minimize the daily stress of being in a cage. It also provides that human contact so important in making our animals more adoptable.

Beginning in 2011 all volunteers working with dogs are being trained in basic dog obedience and it is expected that you will work with the dogs on these skills each time you are here, in addition to a healthy walk or positive grooming. If you need a refresher in these areas, please do not hesitate to ask. These exercises (watch me, sit, down, off) challenge a dog's mind and actually provide a calming effect for them while in a kennel environment. Starting with a few exercises, followed by a nice walk, then ending with more of the obedience exercises is a good routine to get into.

The kennels on the left as you walk out the back of the main building are called the 'stray' kennels. The kennels on the right are called the 'adoptable dog' kennels. Dogs that are found as strays are put in the stray kennel and held for up to six days in case their owner comes to claim them. After the waiting period if an animal has not been claimed, space providing, dogs which are determined to be 'adoptable' are moved to the adoptable side. The dogs in the adoptable kennels are the ones which need your help. Please only socialize with dogs in the adoption kennels (dogs in the stray area may be under quarantine and/or are not yet available for adoption and should not be removed by volunteers for any reason).

A volunteer or staff member will show you where the doggie treats, plastic bags, chains and leashes are for dog walking purposes. He/she will also walk you through the process of removing an appropriate color-coded dog from the pen, and tracking the walks received.

Things to remember:

- 1) It is recommended that you wear clothing which covers your exposed skin, such as tennis shoes, jeans, and t-shirts. Many dogs are excited to leave their kennel, are not trained to stay down and may jump up in their enthusiasm. Bare skin can be scratched by dog nails and injuries may result.
- 2) It is recommended that you bring along a belt pack or back pack to hold doggie treats, plastic bags, your cell phone if you have one and a bottle of water if you choose.
- 3) Drinking fountain water is available in the main building; however you may prefer to bring bottled water with you for your comfort.
- 4) Ear protection and ear plugs are available and should be used when entering the inside walkway of the adoptable area.
- 5) To prevent dogs from escaping their pens, use your body as a block when opening cage doors. If two dogs share the same pen, separate them using the guillotine door. You may then remove one dog safely from the inside gate. Please open the guillotine door again afterwards so the dogs can go in/out. Do not remove dogs from the exterior gate unless specifically advised to do so by a kennel attendant.
- 6) There should never be 2 dogs in the hallway at the same time. If you are coming out of a cage with a dog and someone else is walking into the hallway, step back into your cage and wait until it is clear. When returning from a walk, always look through the window before stepping into the hallway with your dog. If someone is coming out with a dog, take your dog back through the door that leads to the main building and wait until the other person and dog pass.
- 7) Always be sure the cage gate is securely latched after returning the dog to their pen. *Note: Cages are locked for the night between 4:30 – 4:45 pm, each day, so all dogs must be returned from their walk by this time.*

- 8) Bring plenty of plastic bags to pick up dog waste during the walk. To pick up waste with these bags, insert your hand into the bag as you would a glove, pick up the waste using the outside of the bag, pull the bag inside out over your hand and tie the bag into a knot. Please dispose of these bags in one of the garbage cans available outside. This will help keep down the spread of disease as well as maintain a pleasant environment for all walkers.
- 9) Mark your name or initials in the binder provided. This will assist you and other volunteers in determining which dogs still need to be walked for the day. If you take the dog out for less than 20 minutes or if you play with him/her in the ball area only, please write on the calendar "short walk" or "ball yard" that way if someone else comes later and all dogs have been walked that person can get the dog out that only had a short walk.
- 10) Some dogs do not work and play well with others. Please work with other volunteers to keep dogs separated during walks by moving to the opposite side of the road and holding the dog steady. If two volunteers walk dogs together make sure the dogs do not come in contact with each other so as to avoid any trouble between dogs.
- 11) While on a walk keep the dogs a respectable distance from people you pass, not everyone likes dogs. If people want to visit with the dog while you have him/her out, don't allow the dog to jump on them.
- 12) While on the walk never jerk or yank on the leash. This can really hurt a dog. Please also keep the dogs out of the weeds as foxtails can get tangled in their fur or imbedded in their pads-very painful.
- 13) Use only the treats provided at the shelter.
- 14) Keep staff apprised of behavioral problems which need work and if a dog shows any signs of aggression.
- 15) Do not walk dogs under these circumstances:
  - a. The outside temperature is too hot (the black top by the river gets really hot and can burn their feet).

- b. It is a puppy which has not yet received at least two DA2PP shots or if the animal was just spayed or neutered (in which case there will be a sign on their kennels stating the reason).
- c. If a dog is not color-coded to match your color level, please do not walk that dog.

## Lead Volunteer-Dogs

Cheryl Meyer

Diane Matuszewski

Sandy Paoli

Tina Goldberg

Chris Young

## **DOG CHECKLIST**

- I was shown where the adoptable dog kennels are located and I understand that I can only walk and socialize dogs from that area.
- I understand I should wear clothing that covers exposed skin to prevent being scratched, no sandals or flip flops.
- I understand I should wear hearing protection when entering the inner adoptable kennel hallway.
- I was shown how to remove a dog from the kennel, how to properly secure a collar and how to properly latch the kennel when entering and leaving. I understand any open kennel door should be shut and latched.
- I was shown how to return a dog to the kennel.
- I was shown how to log my walk in the binder.
- I was shown how to properly pick up animal waste and where to dispose of such waste and was shown where/how to groom dogs.
- I understand that all dogs must be returned to kennels by 4:45 PM.
- I agree to report any aggressive or unusual personality traits or behavioral problems to an animal shelter staff member or lead volunteer.
- I understand that some dogs do not play well with others and that I should be aware of this and walk on the other side of the road when warranted. I understand that I may only walk one dog at a time.
- I understand I may not walk puppies, may not walk dogs when it is too hot and may not walk a dog that is stronger than me.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Staff/Lead Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

## **RABBITS**

Socialization of rabbits is the best way to ensure them a happy adoption. Without socialization, rabbits can become afraid of humans and aggressive, thereby limiting their “cuteness” for a potential adoption.

A volunteer or staff member will show you how and where to socialize with the rabbits, as well as where the rabbit brushes, bottles of frozen water (for use in keeping rabbits cool during hot spells) and towels are kept.

When socializing with rabbits, please remember:

- 1) We recommend that you wear clothing to cover exposed skin, such as long-sleeved t-shirts, as rabbits may accidentally scratch or intentionally bite when being picked up or carried.
- 2) Rabbits do not work and play well with others, therefore, please work with other volunteers to limit rabbit socializing to one at a time in a socialization area.
- 3) If you are a new rabbit volunteer, we recommend that you socialize a rabbit in its cage as only experienced people should remove rabbits from their cage. If you are experienced in handling rabbits, please remain in the rabbit area, as walking near the dogs may frighten the rabbit and it will try to get away. Please ensure the rabbit’s security and safety by paying attention to the level of activity in the area nearby before removing them from the cage. Sitting down with the rabbit in your lap, will be the most comfortable for the rabbit.
- 4) Rabbits may require time and patience to allow you to pet them or pick them up. Do not approach rabbits with a loud voice, or with quick, jerky moves as this is seen as aggressive by the rabbit. Speak to them in calm, soft, low tones, and understand that when you enter their cage, you are entering their space and may be viewed as threatening. If you find that a rabbit is aggressive (jumping, growling, or biting), understand that they are afraid of you. It may be helpful to gain their trust by bringing them treats such as small pieces of banana, grapes, carrots, dark lettuce (such as romaine – do not bring iceberg lettuce as this may lead to diarrhea), and fruit

tree leaves and sticks. Doing this while simultaneously speaking to them in soft low tones for a few visits prior to attempting to touch them should make the rabbit more comfortable with you and enable you to handle him/her eventually. Once a rabbit allows you to touch and pet them, you may attempt to advance the socialization process.

- 5) DO NOT PICK A RABBIT UP BY THEIR EARS! Rabbits should be picked up by the scruff of their neck (area of loose skin on their upper back behind their ears) and secured for walking by supporting as much of their body weight as possible. If you do not have experience handling rabbits, ask a volunteer to show you how before you ever open a cage.
- 6) Grooming rabbits is a way to obtain their trust as it is a normal social interaction among rabbits in normal environments. It calms them and puts them into a slight trance. Also, talking to them while grooming them adds to their level of acceptance for you as your voice becomes a comforting element, rather than a threatening one.
- 7) Ensure that the cage gate is securely latched after returning the rabbit to its cage.
- 8) If you notice any physical abnormalities with any of the rabbits, please inform staff immediately.
- 9) Keep staff apprised of any changes in the rabbit's demeanor or if there are signs or aggression or extreme fear.

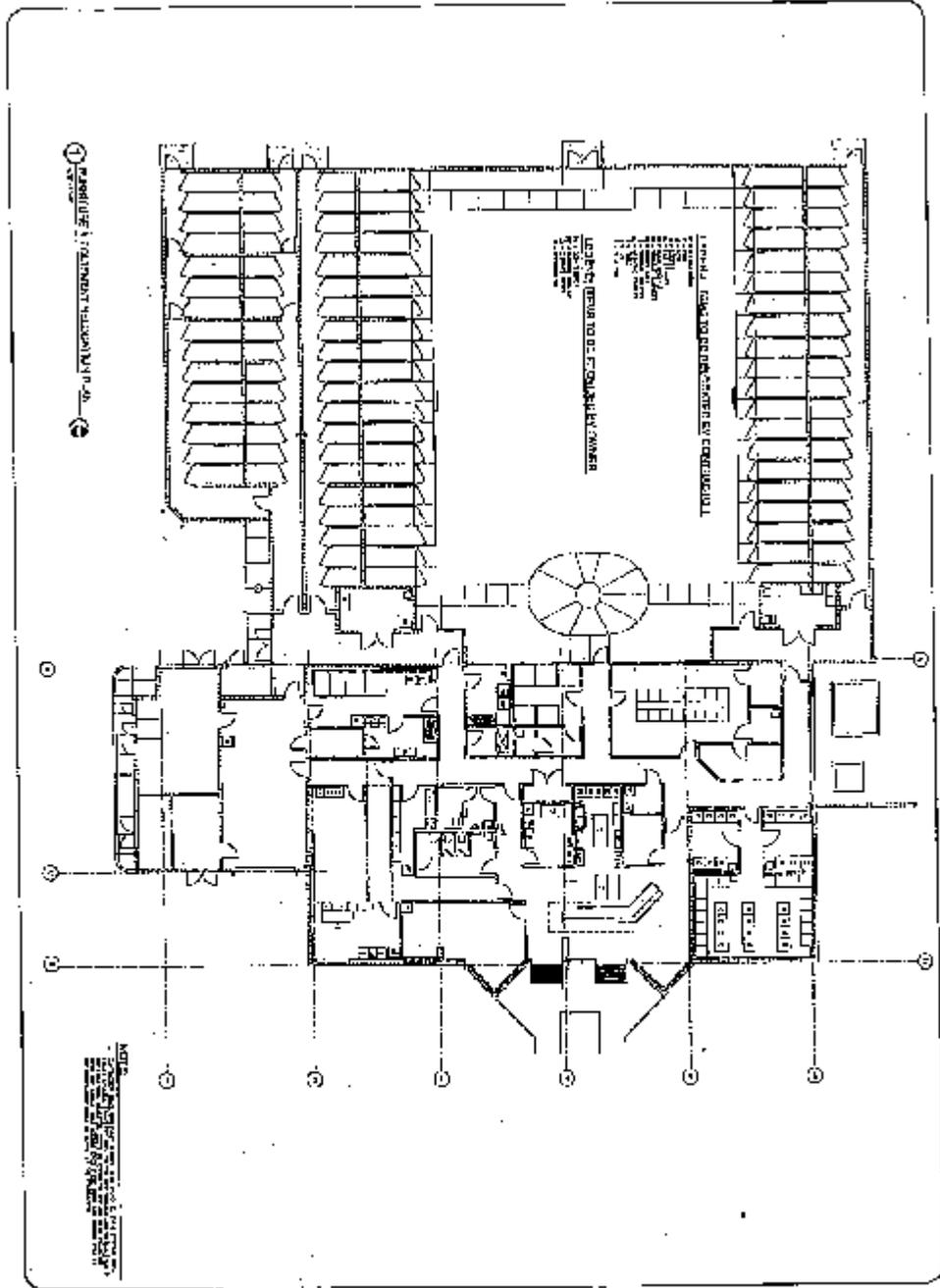
## RABBIT CHECKLIST

- I was shown where the adoptable rabbits are located and where the rabbit socialization area is located.
- I understand I should wear clothing that covers exposed skin as rabbits may accidentally scratch or intentionally bite when being picked up or carried
- I understand only 1 rabbit can be in the socialization area at a time.
- I understand that rabbits may take some time to get used to me and that I should be patient and follow the guidelines in this manual for socializing rabbits. I understand this means I may not be able to remove a rabbit from its cage at first attempt and that I should use slow movements and soft words at all times.
- I understand I may not pick up a rabbit by its ears.
- I agree to report any aggressive or unusual personality traits to an animal shelter staff member or lead volunteer.
- I will report any physical abnormalities to a staff member or lead volunteer.

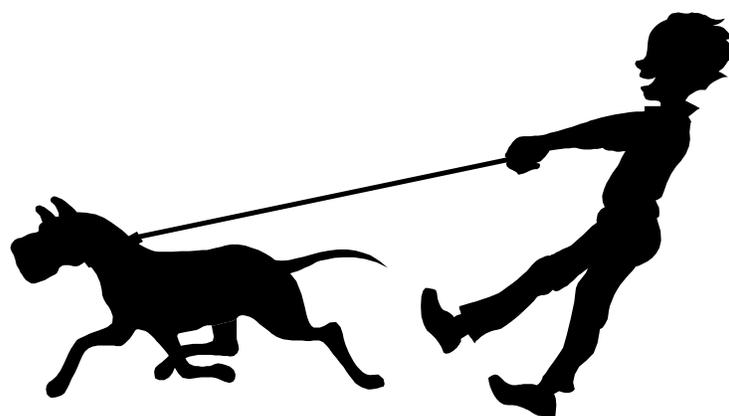
Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff/Lead Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

# FACILITY DIAGRAM



<p><b>F1.0</b></p>	<p>Animal Care Services Design Group                  Robert Palmer A.A. - Architect                  Shelter Consultant - William Meade                  251 MONTEPELIER AVE. DAVIS, CA. - 530-473-7641</p>
	<p>Napa County                  Animal Shelter                  Napa, California</p>



Thank You!

