

**Napa County**



**Animal  
Shelter and  
Adoption  
Center**

# Volunteer Manual



# Table of Contents

Title Page.....page 1

Welcome Letter.....page 2

Introduction.....page 3

Volunteer Application (sample).....page 4

Volunteer Code of Conduct (sample).....page 6

Volunteer Checklist.....page 7

General Volunteer Procedures.....page 8

Cats.....page 10

Cat Room Reminders.....page 12

Cat Volunteer Training Checklist.....page 13

Color Code System for Cats.....page 14

Color Code System for Cats (Descriptions).....page 15

Dogs.....page 16

Dog Volunteer Checklist..... page 21

Color Code System for Adoptable Dogs.....page 22

Color Code System for Badges.....page 23

Rabbits.....page 25

Rabbit Checklist.....page 28

Job Descriptions.....page 29

2018 General Practices.....page 37

Facility Diagram.....page 43



# Napa County Animal Shelter and Adoption Center

## Volunteer Program



Dear Volunteer,

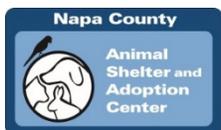
On behalf of the staff and current volunteers at the Napa County Animal Shelter and Adoption Center, we want to say welcome! We appreciate the time you are giving us and feel honored that you are choosing to help the animals of Napa County by coming to NCAS.

We are an open admission municipal animal shelter where we have an annual intake of about 3,000 animals and we strive to serve our community by providing for a safe and healthy environment for our citizens and their animals while promoting animal welfare and education about responsible pet ownership. We could not meet our mission without the assistance and dedication from our volunteers. We hope that our different volunteer opportunities provide for a fun and enriching time not only for our animals but for you as well.

To be a volunteer at NCAS without a parent or legal guardian you must be at least 15 years of age. If you wish to volunteer and you are between the ages of 10-14 years old, a parent must accompany you. In this case, both the parent and the child must fill out a volunteer application. Additionally, any volunteer under the age of 18 years of age needs parental consent and signature. After reviewing these pages, please complete the Volunteer Application/Waiver. If you have any questions during your training or time at NCAS please do not hesitate to speak to a staff member or lead volunteer. We are here to help and we want to ensure a safe and well-rounded environment for our four legged and two legged friends!

Thank you,

NCAS Staff and Management





# Introduction

We appreciate your time in wanting to volunteer at our facility. To facilitate the process, NCAS offers orientation once a month on the first Saturday of every month. We know your time is valuable and with people having packed schedules, we do not require a minimum time commitment. We appreciate any time you can give us whether that is thirty minutes or two hours, that is up to you!

To fully understand the role of the animal shelter and our operating philosophy and policies you must read through the attached document (2018 General Policies and Standard Operating Procedures) and consider how you feel volunteering under these guidelines and policies. ***If you philosophically disagree with these operating procedures and policies, then you may want to reconsider NCAS as the place for you to volunteer your service. In addition, you will need to sign a Volunteer Code of Conduct Agreement at the time of training.***

Our volunteer orientation is broken up into three parts. The Animal Shelter Manager via a power point presentation will give an overview of the animal shelter division, responsibilities of staff and volunteers and our Volunteer Program in general. You will also view a short video illustrating our programs, services and accomplishments. The Animal Shelter Supervisor will give a tour of the shelter and point out different areas of interest. Lastly, you will have a Q&A session with the lead volunteers and management. We begin promptly at 8:45am and ask that you be on time. Once we start, we do not accept late comers as we consider that disruptive to the other attendees and we go over important content from the get go.

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. 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? \_\_\_\_\_  
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.  
\_\_\_\_\_  
\_\_\_\_\_

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?  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
Date

**Waiver and Release**

I, the undersigned, agree to forever release, waive, acquit, discharge and covenant to hold harmless the Napa County Animal Shelter and Adoption Center, Napa County Department of Public Works, 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 \_\_\_\_\_ 20\_\_

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

\_\_\_\_\_  
Signature

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

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



# Volunteer Code of Conduct

The Napa County Animal Shelter and Adoption Center is dedicated to finding placement for all adoptable animals and being a resource center for the community. In my capacity as a NCAS volunteer, I agree to the Volunteer Code of Conduct to ensure the efficient operation of NCAS and to benefit and protect the volunteers, animals and NCAS as an entity. I also agree to the following:

1. Support NCAS's mission, goals and efforts with a positive attitude.
2. Approach my volunteer responsibilities with professionalism.
3. Respect and protect all NCAS property, supplies, equipment or assets.
4. Maintain and safeguard the confidentiality of businesses, donors, employees, volunteers, members of the public and animals by protecting information and records collected and/or kept by NCAS and agencies working with NCAS.
5. Preserve the confidentiality of information relating to the operation of NCAS that is not readily known or readily accessible to the public
6. Contact management with questions or concerns about NCAS's procedures interpersonal communications or my volunteer responsibilities.
7. I understand that if I do not adhere to the Code of Conduct set forth than I am subject to dismissal.
8. If I am unable to continue volunteering for whatever reason, I will notify management via email terminating my volunteer relationship with NCAS.
9. Schedule and attend all required training necessary for handling and walking animals safely.
10. I will follow the recommended attire while volunteering at NCAS and I will not wear other local rescue paraphernalia while representing NCAS.

Code of Conduct Agreement

I, \_\_\_\_\_ certify that I have read and understand the Volunteer Code of Conduct of NCAS and agree to comply with it, as well as applicable laws and policies/procedures that impact the organization.

---

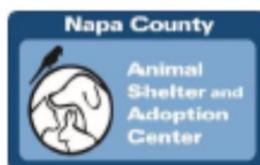
Signature

Date



# HOW TO BECOME A VOLUNTEER CHECKLIST

Consider spending time at NCAS to help make a difference in the lives of our shelter pets! Make new friends of the furry and human kind as you contribute to the community's animals.



Find us on:    

1. Read volunteer manual (online or at NCAS)
2. Fill out volunteer application (online or at NCAS)
3. Attend orientation
4. Call lead Volunteer for training
5. Get Volunteer T shirt
6. Have fun!

## NAPA COUNTY ANIMAL SHELTER AND ADOPTION CENTER

942 Hartle Ct.  
Napa, Ca 94559  
707-253-4382

[www.countyofnapa.org/AnimalShelter](http://www.countyofnapa.org/AnimalShelter)

\*Please call for volunteer orientation dates\*

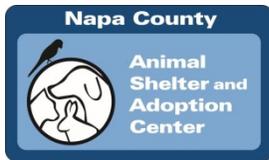


## General Volunteer Procedures

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

1. Sign in/out at the Volunteer Station. This will enable us to keep track of who is working with the animals on a given day. Keeping track of volunteer hours is extremely important as it allows our fundraising group Friends of Napa County Animal Shelter to apply for grants to support NCAS.
2. ALWAYS wear your identification badge. This will identify you as a volunteer to staff and the public. NCAS also provides one volunteer t-shirt that is required to wear while volunteering.
3. Inform the staff and/or fill out an information slip at the Volunteer Station if you notice that an animal has any signs of illness, lethargy, etc. so it can be determined if the animal needs treatment by a veterinarian.
4. Inform the staff of any behavioral concerns exhibited by the animals such as biting, attempting to bite you or other animals, cowering, being “mouthy” or any other form of possible aggression or dominant behavior. It is important to identify an animal which may bite someone so we can seek appropriate action and accommodate their needs. **\*\*\*Per the California State Health Department, it is required that animal bites that break the skin be reported to staff to ensure proper quarantine\*\*\***
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, please direct them to the front office so staff can help them. In order for a volunteer to do adoption counseling, they **MUST** be trained as an adoption counselor by the Animal Shelter Manager. **\*\*\*Being an Adoption Counselor is considered an advanced volunteer opportunity and one must meet certain criteria\*\*\***

7. All volunteers must leave the Animal Shelter by 4:45pm to allow shelter staff adequate time to finish up their duties and prepare to close.



# 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.

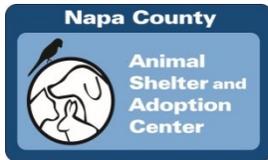
Cats that are found as strays are placed in the Stray Cat Room and held for 72 hours in case their owner comes to claim them. After the stray hold, if the cat has not been claimed, cats that are determined to be “adoptable” are moved to the Adoption Cat Room and these are the cats that volunteers can socialize. We ask that you only visit with the cats in the adoption areas. **Cats in the Stray Cat Room are not available for adoption, may be under observation for contagious disease, zoonotic disease and/or behavior issues. As a result, volunteers are not allowed in the Stray Cat Room.**

A lead cat volunteer will show you how and where to socialize with the cats.

When socializing with cats, please remember:

1. Our cats are grouped into different colored dots to describe their temperament. **ALL** volunteers start with green dot cats and work their way up regardless of what you feel your personal experience is. **ALWAYS** pay attention to behavior notes in regards to the cats and kittens.
2. Some cats do not work and play well with others, therefore, please work with other volunteers to limit cat socializing to one at a time in the socialization rooms. Keep cats away from other cats in the room.
3. It is recommended that you wear clothing which covers your exposed skin, such as a long sleeved t-shirt under your NCAS volunteer shirt as cats and kittens may accidentally scratch when playing or being removed from/returned to their cage.
4. Ensure that the cage door is securely latched after returning the cat to their cage.

5. KEEP OUTSIDE DOORS CLOSED AT ALL TIMES. We want to prevent cats from getting loose and running into the hallway.
6. Keep staff informed of cats that are shy or have withdrawn personalities, or if one attempts to bite or scratch
7. Be aware of the cat's body language. If a cat is over-stimulated from being pet or held and/or becomes afraid, some of the symptoms may include:
  - Ears lowered
  - Tail swishing rapidly from side to side, vibrating or just the tip of the tail 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 near the cat's face
  - Tight or tense body
  - Nips or bites
  - Ears are flat



# Cat Room Reminders

- Check whiteboard AND *Cat Notes* log for updates and information.
- Please be sure to log the cats you are socializing and clip the cage.
- Kittens should all be socialized before the adult cats.
- Use the 30 minute per cat rule and be sure to properly clean the rooms, wash hands, and change out any toys you use.
- Do not feed the cats! Staff only!
- Do NOT allow public into socialization room with any cat until they have filled out an application. This allows us to determine if the person is serious about adopting or just wants to come in and play with cats.
- It is best not to hover when folks are looking at the cats. Always greet visitors and allow Adoption Counselors to work with focused adopters.
- Always ask for help when you need it. Other volunteers and NCAS Staff are there to help and answer questions!
- Be sure to work with the cats you are comfortable with. Share notes and info on the white board AND in the *Cat Notes log* to be shared with the volunteer team.
- Don't forget to groom our cats. Brushing helps keep their coats clean and looking beautiful!
  
- HAVE FUN AND LAVISH OUR CATS WITH LOVE!

We have A LOT of cats to tend to, but working together and following the guidelines, we can get to all of them!



## Cat Volunteer Training Checklist

I have been trained to socialize cats and agree to abide by the following: (checklist is subject to change)

1. I will sign in and out on my hours and write "c" for cat on volunteer sign in sheet.
2. I will wear clothes that cover exposed skin on arms, legs and wear closed toe shoes.
3. I will wear my identification name tag at all times while volunteering.
4. I will use the online "Cat Spots" program to schedule my volunteer shifts.
5. I will check the whiteboard and *Cat Notes* log every day for notes from Leads/Staff/other volunteers.
6. I will review the cat information including the socialization log each day before I start my shift.
7. I will wash and sanitize my hands after each cat. I will spray and wipe down my arms and apron after each cat.
8. I will clean the socialization rooms after each cat and spot clean litterboxes.
9. I will socialize cats and take into consideration any directives from Lead Volunteers or staff on special handling of any cat.
10. I will add any observations regarding individual cat likes/dislikes or other traits in the *Cat Notes* log book.
11. I will step out of the room and escort anyone else in the room if a cat becomes aggressive. I will then notify a lead Volunteer or staff member if no Lead Volunteer is available.
12. I will report any cat bites or deep scratches to a Lead Volunteer or staff. (Wash any wounds ASAP for 10-15 minutes after reporting, then go to the ER or your doctor if necessary )
13. I will report any changes in behavior or health to a Lead Volunteer or staff member if no Lead Volunteer is available. I will also record this information in the *Cat Notes* log book.
14. I have been shown and have demonstrated the proper methods for opening and securely closing each type of cage in the Cat Room.
15. I have been shown and trained on how to take cat(s) in/out of the cage.
16. I have been trained on how to clean cages and ready them for the next feline resident.
17. I have been trained in the procedures for last shift of the day and closing.

Trainee's printed name: \_\_\_\_\_

Trainee's Signature: \_\_\_\_\_

Trainee's email address and phone number: \_\_\_\_\_

Lead Volunteer printed Name & Signature \_\_\_\_\_

### LEAD VOLUNTEERS CONTACT INFO:

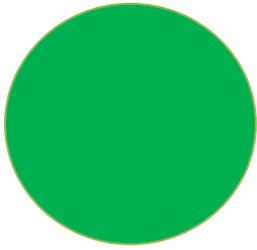
Cynthia Hamilton [queenmotherduck@comcast.net](mailto:queenmotherduck@comcast.net)

Cindy Dahlgren [retbusbabe@gmail.com](mailto:retbusbabe@gmail.com)

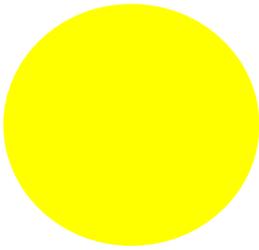
Christine Emerson [cemerson15.ce@gmail.com](mailto:cemerson15.ce@gmail.com)

Bridget Nordlund [bninlondon@hotmail.com](mailto:bninlondon@hotmail.com)

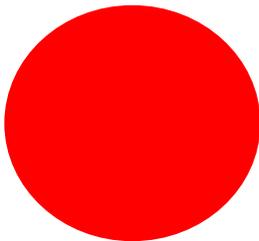
Sandy Butler [rgnsmom@yahoo.com](mailto:rgnsmom@yahoo.com)



EASY PEASY



NOT QUITE MELLOW

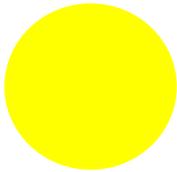


UNSTEADY, NOT YET READY

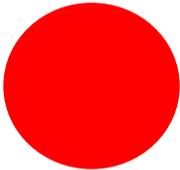
## Color Code System Descriptions for Cat Behavior



Easy going, friendly with everyone and most likely other animals, easy to train. Would be a good match for the first time cat owner or inexperienced pet owner.



Still friendly but may have a mild quirk or two that needs to be worked with to become easy peasy; may have to go over some training techniques to ensure success. Potential adopter may or may not have to be experienced depending on the issue and how motivated they are to ensure success. With minor work, can become a green.



Mild aggression or unpredictable behavior but not dangerous; may be severely under-socialized. Foster to Adopt option may be offered with management approval. Needs a very experienced owner or one that does not mind an anti-social, independent cat; may not do well with other cats or animals in the household. In time, may need to seek rescue.



# Dogs

Walking and grooming of the dogs is an important part of the enrichment 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 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 that is so important in making our animals more adoptable.

The kennels on the left as you walk out of the back of the main building are called the Stray Kennels and the kennels on the right are called the Adoptable Kennels. There is also an Isolation Kennel area that is located next to the Stray Dog area and is off limits to the volunteers. Dogs that are found as strays are placed in the Stray Kennels and held for 72 hours in case their owner comes to claim them. After the stray hold, if an animal is not claimed, dogs which are determined to be “adoptable” are made available for the public to visit. The dogs that are available for adoption are the ones approved to be taken out. Please only socialize with dogs that are available for the public to visit. **Dogs in the Stray Dog Kennels that have not passed their stray hold are not available for the volunteers to remove from their kennels. Dogs in the Isolation Kennel area may be undergoing a bite quarantine, protective custody/confiscate status, observation for aggression, illness, zoonotic disease or still need to pass their stray hold and is also off limits to volunteers. \*\*\*Be advised during times of overflow that there may be adoptable dogs on the Stray Kennel side due to lack of space in the Adoption Kennels. It is important when taking dogs out that you are paying attention to availability dates and if there is a kennel card on the outside door of the Stray Kennel.**

Through one on one training, a lead dog walker will show you where the doggie treats, plastic bags, collars and leashes are for dog walking purposes. They will also walk you through the process of removing a dog from the kennel and tracking the walks received.

Things to remember:

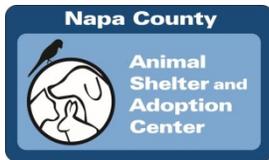
1. Volunteers and dogs are grouped together based on a color coded system. ALL volunteers start with small dogs regardless of what your personal experience is. Our dogs are also categorized by a colored dot so you MUST pay attention to ensure you are getting the appropriate dog for your level of training at that time. ALWAYS pay attention to behavior notes in regards to the dogs.
2. It is recommended that you wear clothing which covers your exposed skin, such as closed toe shoes, jeans, and your NCAS volunteer t-shirt. Many dogs are excited to leave their kennel. They are not trained to stay down and may jump in their enthusiasm. As a result, bare skin can be scratched by dog nails and injuries may occur.
3. It is recommended that you bring along a belt pack or back pack to hold doggie treats, plastic bags, your cell phone and a bottle of water if you choose
4. There is a drinking fountain located inside the main building near the bathrooms, however you may prefer to bring bottled water with you for your comfort.
5. Ear protection and ear plugs are available and should be used when entering the inside walkway of the Adoption Kennel area.
6. To prevent dogs from escaping their pens, use your body as a block when opening kennel doors. If two dogs share the same kennel, separate 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 an Animal Attendant.
7. There should never be two dogs in the hallway at the same time. If you are coming out of a kennel with a dog and someone else is walking into the

hallway, step back into the kennel 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.

8. Always be sure the kennel gate is securely latched after returning the dog to their pen. **It is important to have dogs back in their kennel by 4:45pm as doors and areas of the shelter shut down in preparation for closing procedures done by staff.**
9. 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.
10. Mark your initials and time of walk on the board provided in the Dog Walking Station **BEFORE** walking your dog. 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 the dog in one of the play yards only, please write on the board “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. **While we want to make sure all dogs have some time outside of their kennel, during business hours, please limit your walk time to 15-20 minutes. We want to make sure the dogs are readily seen by potential adopters. If they are not in their kennel for prolonged periods of time, they may miss out on an adoption opportunity.**
11. Some dogs do not work and play well with others. Please work with other volunteers to keep these 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 are deemed dog friendly to avoid any trouble between the dogs.

12. If you want to bathe a dog, please ask a staff member first. If you choose to groom the dogs after walking, please use the designated areas such as the play yards for brushing or the bathtub if your grooming includes a bath. Ensure that the dog continues to be secured with a leash and please clean up and dispose of hair in a trash receptacle. **When giving a bath, it is important that you follow up with a staff member so they can re-administer the flea treatment.**
13. While on a walk keep the dogs a respectable distance from people you pass, not everyone likes dogs. If people want to pet the dog while you have the dog out, do not let the dog jump on them, use caution when young small children approach, and if they have another dog, do not let the dogs meet. **It is acceptable to caution people when they approach or advise the person that your dog is too nervous, as long as this is done in a polite and professional manner. YOU as a volunteer need to not place the dog in a situation where he/she will fail.**
14. While on the walk never jerk or yank on the leash. This can really hurt the dog not to mention create a negative public perception of NCAS. Please keep the dogs out of the grassy areas along the Vine/River Trail. Dogs can get foxtails, ticks and fleas, contract Giardia and Coccidia if you let them drink stagnant water.
15. Only feed dog treats approved by NCAS to minimize the risk of digestive issues. All treats and toys at NCAS have been donated.
16. Keep staff apprised of behavioral problems or anything out of the ordinary. If the dog bites you or anyone and it breaks the skin, you **MUST** report it.
17. Do not walk dogs under these circumstances:
  1. The outside temperature is too hot (the black top by the river gets really hot and can burn their feet)
  2. It is a puppy which has not yet received at least 2 DA2PP vaccinations **AND** a rabies vaccine.
  3. If a dog is larger or stronger than you can physically handle-put this dog back and walk another

4. The dog has a sign on its kennel that states do not walk.  
Sometimes our dogs are undergoing medical treatment or recovering from surgery so they may need strict cage rest.
5. They are still on their stray hold or are being housed in Isolation Kennels.



## DOG VOLUNTEER CHECKLIST

- I was shown the Volunteer sign-in sheet and I agree to wear my name tag. I understand that I should wear clothing that covers exposed skin to prevent being scratched. **Absolutely no sandals or flip flops should be worn.** Highly advisable to wear pants.
- I was shown the layout of the dog kennels, how to identify an adoption dog kennel and I understand that I can only walk and socialize dogs from kennels that have adoption paperwork on the outside of the kennel.
- I understand that I should wear hearing protection when entering the inner adoptable kennel hallway.
- I was shown how to sign out a dog on the board.
- I was shown how to remove a dog from the kennel, how to properly secure a collar, and how to properly latch the kennel door. I understand that any open kennel doors should be shut and latched.
- 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 **1** dog at a time when wearing a green volunteer tag. No one may walk 2 large dogs at the same time.
- I understand that I may not walk puppies, may not walk dogs on the river trail when it is too hot, and may not walk a dog that is stronger than me. No off-leash/yard time for 5 days after surgery.
- I was shown how to properly pick up animal waste and where to dispose of such waste.
- I agree to report any aggressive or unusual behavior to a shelter staff member or lead volunteer.
- I was shown how to return a dog to a kennel.
- I understand that all dogs must be returned to the kennels by **4:45 PM.**

Please visit us at our website [www.countyofnapa.org/1023/Animal-Shelter](http://www.countyofnapa.org/1023/Animal-Shelter) and

follow us on    

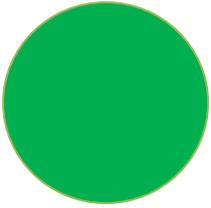
In case of emergency please call 707.253.4382.

VOLUNTEER PRINT NAME: \_\_\_\_\_

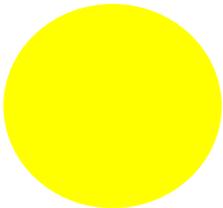
VOLUNTEER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

LEAD VOLUNTEER: \_\_\_\_\_ DATE: \_\_\_\_\_

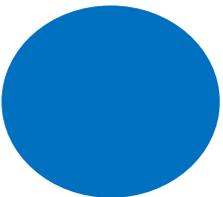
## Color Code System for Adoptable Dogs



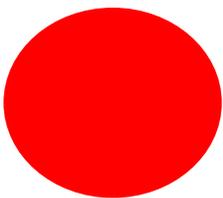
“Easy Peasy”-easy dog, new walkers required to start at this level



“Not Quite Mellow”-can be a fairly challenging dog, intermediate

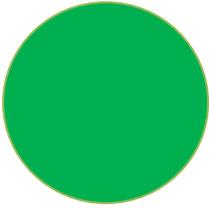


“Stick to Me Like Glue”-difficult and/or very strong dog,  
experienced



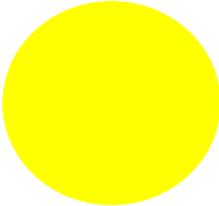
“I Don't Like to Have Friends”- dog aggressive or dog selective

## Color Code System for Badges



“Easy Peasy”-new walkers required to start at this level.

-single small easy dog

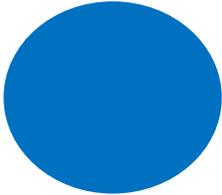


“Not Quite Mellow”-intermediate walkers ok

-2 easy small dogs from same kennel

-1 medium size easy dog

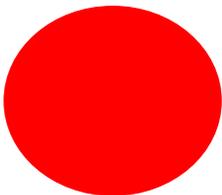
-1 large easy dog (no prong collar required)



“Stick to Me Like Glue”- experienced dog walker only

-small or large dog

-only one dog at a time



“I Don't Like to Have Friends”- dog aggressive or dog selective

-should never be walked with other dogs or placed in playgroup

-extreme caution to be used when taking them in/out of kennel

**If you want to increase your badge level, please see a lead volunteer.**

**While it is ideal that you continue with your original lead volunteer for training it is ok to “test” with another lead volunteer if necessary.**

**Please note the color of the round sticker on their inside and outside kennel card. Color designation will also be noted on the sign out board.**



# Rabbits

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

A lead rabbit volunteer 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.

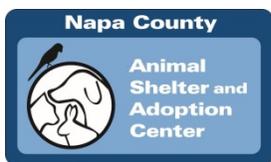
When socializing rabbits, please remember:

1. We recommend that you wear clothing to cover exposed skin, such as long sleeved t-shirts under your NCAS volunteer t-shirt.
2. Make sure you close the rolling gate completely between the dog area and the rabbit area.
3. Rabbits do not always work and play well with others, therefore, please work with other rabbit volunteers to limit rabbit socializing to one at a time in the x pens.
4. 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 an experienced rabbit handler, 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 rabbits’ security and safety by paying attention to the level of activity in the area nearby before removing them from the cage. Sitting down with a rabbit in your lap, will be the most comfortable for the rabbit.
5. 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 jerky movements as this can be seen as aggression 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 the rabbit is frightened or acting aggressively (thumping, lunging, ears back, 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 small banana, grapes, carrots, dark lettuce/greens (such as romaine and spinach-do not bring iceberg lettuce as this has no nutritional content and 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 to handle the rabbit eventually. Once a rabbit allows you to touch and pet them, you may attempt to advance the socialization process.

6. While we are ok with certain treats to be given to rabbits, lagomorphs are high roughage animals and Timothy Hay and other varieties should comprise the majority of their diet. Fruits and high sugar vegetables such as carrots should only be given in LIMITED quantities to prevent digestive issues. Rabbits can easily become constipated or have diarrhea so it is important to follow directions when it comes to diet.
7. DO NOT PICK UP A RABBIT 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 especially the hind legs. This will help in preventing dislocated hips as a result of kicking out of your arms. You should never put a rabbit on his or her back without additional training.
8. Grooming rabbits is a way to obtain their trust as it is 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.
9. Ensure that the cage gate is securely latched after returning the rabbit to its cage.
10. If you notice any physical abnormalities with any of the rabbits please inform staff immediately. This includes malocclusions of the teeth, overly long nails, hair loss etc.

11. Keep staff apprised of any changes in the rabbits demeanor or if there are signs of aggression or extreme fear.



# Rabbit Checklist

1. I was shown where the adoptable rabbits are located and where the rabbit socialization area is located
2. I understand I should wear clothing that covers exposed skin as rabbits may accidentally scratch or intentionally bite when being picked up or carried
3. 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.
4. I understand I may not pick up a rabbit by its ears.
5. I agree to report any aggressive or unusual personality traits to a NCAS staff member or lead rabbit volunteer.
6. I will report any physical abnormalities to a staff member or lead rabbit volunteer.
7. I understand that I need to clean up any messes after socialization, fold the x pens and put them away.
8. I will not take out rabbits that are being isolated for illness or on a stray hold.

VOLUNTEER PRINT NAME: \_\_\_\_\_

VOLUNTEER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

LEAD VOLUNTEER: \_\_\_\_\_ DATE: \_\_\_\_\_



## Volunteer Job Descriptions

We have a variety of volunteer jobs that you can be trained on and all training is done by a lead volunteer or staff member in some cases. During orientation, you will receive a Lead Volunteer Contact/Staff List with the names and phone numbers so you can begin your training. **IT IS YOUR RESPONSIBILITY** to call the appropriate volunteer to schedule training for your particular area. You are also not limited to training for one area. Many of our volunteers are crossed trained to do many tasks and these go-getters are very much appreciated. If there are any questions, you are welcome to seek information from a lead volunteer or staff member.

### Animals

#### DOG WALKER

Time Commitment and Training: Must have read the volunteer manual and attended orientation. Be prepared to spend about 1.5 hours for training as the lead dog volunteer will give you a more thorough tour of NCAS, show you where equipment is, show you how to take dogs out and also shadow you. The lead dog volunteer is responsible for moving you up to each level. If you feel you are ready to move up a level than you will need to demonstrate this to your trainer and they will decide if you pass or not. **\*\*\*While it is ideal that you stick with your original trainer for moving up levels, it is ok to contact another lead volunteer if necessary.\*\*\***

Responsibilities: You must have completed training, know how to safely remove dogs, spend quality time with the dog via walks, time in their kennel and/or play yard and work with them on basic commands such as watch me, sit, down, stay and come according to the training you are provided. A person in this position should try to provide a calming, comfortable presence for the dogs that are available for adoption. Dog walkers will also be able and are encouraged to

provide comments on the dog's personality to staff so notes can be made on the dog's personality in our computer to disclose to potential adopters. While we appreciate positive feedback, this also goes for any fearful, aggressive behavior observed. As a volunteer, it is your responsibility to also report any questionable behavior so staff can evaluate.

## CAT SOCIALIZER

**Time Commitment and Training:** You must have read the volunteer manual and attended orientation. Be prepared to spend 1.5 to 2 hours for training purposes. The lead cat volunteer will give you a quick tour around the room, discuss the color code system, and further discuss the rules and regulations of the adoption cat room. As a reminder, all volunteers start with green dotted cats. It is up to the lead cat volunteer if you are ready to move up and handle more difficult cats. You will need to demonstrate your skills to the lead and they will determine if you pass or not.

**Responsibilities:** Once training has been completed, a person in this position will spend quality time with the cats in either the x pens, cage-side, or the cat rooms and it will depend on the temperament of the cat as well. Cat Socializers are expected to follow rules regarding socializing cats when the shelter is experiencing an outbreak and must adhere to posted signs and directions. It is important to point out that the Adoption Cat Room is open for public viewing and adoption counseling. You will need to be comfortable working with the public and provide "service with a smile". Do not try to answer questions if you do not know the answer but defer to a lead volunteer or staff member. We do not want anyone walking away with a bad experience due to lack of good customer service. It is advised that if you do not consider yourself a "people person" than try to volunteer during the "low traffic" hours in the adoption cat room. Lastly, it is encouraged to pass on any notes on the cat's behavior and temperament (good or bad) to staff so we can make notes in order to disclose to any potential adopter.

## RABBIT SOCIALIZER

**Time Commitment and Training:** You must have read the volunteer manual and attended orientation. Be prepared to spend about 1.5 hours for training as the lead rabbit volunteer will show you how to properly handle and groom the bunnies. They will also go over equipment to be used, grooming tools, diet requirements and where they can be socialized. While rabbits can be easier to volunteer for than dogs and cats, rabbits can be fragile and easily injured so it is imperative that you pay attention and follow directions from your lead volunteer when they discuss rabbit handling and care.

**Responsibilities:** Once training has been completed, a person in this position will spend quality time socializing and grooming the rabbits either cage side or in the x pens. Because the rabbit area is also located where dog walkers may pass by to place their dog in the yards, it is your responsibility to keep these rabbits safe and away from the dogs. NEVER leave a rabbit unattended in the x pens, they may hop out or dig under fencing and can be disastrous if a dog is nearby. Rabbits can sometimes get an upper respiratory infection so please follow any posts and signs for proper isolation to prevent an outbreak. Volunteers in this position will have the opportunity to provide or submit notes on the rabbit's personality traits (good or bad) to staff where we can enter in Shelter Buddy (our computer software) to disclose to any potential adopter.

### **Operations**

## ANIMAL CARE ASSISTANT

**Time Commitment and Training:** This position is very much hands on and anyone needing to do community service or need hours signed of any kind will automatically be trained for this position as we will not sign off on hours for handling and socializing the animals. You must be trained by a staff member and you have to do a shift of at least 4 hours at a time. Because this position deals with NCAS's operations and cleaning protocols, it is not an efficient use of our time to go through a substantial amount of training for less than 4 hour shifts.

Responsibilities: A volunteer or community service worker in this position will become familiar with the operation of NCAS by participating in a variety of activities such as feeding animals, cleaning cages/kennels/floors, cleaning the bunny hutches, stocking, laundry, dishes, mopping entry floors, assisting the Animal Attendants, and other duties as assigned.

## OFFICE ASSISTANT

Time Commitment and Training: You must have read the volunteer manual and attended the orientation. This volunteer position will ideally be two hours a shift either in the morning or afternoon. You may be trained to do office filing, license renewals, envelope stuffing, adoption callbacks and any other office duties we may need.

Responsibilities: A volunteer in this position will assist front office staff by preparing license renewals for mailing, filing, making “thank you” calls to adoption families at 3 weeks and 3 months, greet the public in a friendly and positive manner and direct them to the appropriate person or area in the shelter depending on the reason for their visit. More advanced tasks will be determined as appropriate based on skills and knowledge of shelter operations.

## **Miscellaneous**

### PHOTOGRAPHER

Time Commitment and Training: You must have read the volunteer manual and attended orientation. This volunteer position is not regularly scheduled or any time commitment required however, NCAS strives to post nice photos of our animals as soon as possible. If you are skilled in taking photos of pets and can follow general directions for obtaining the types of photos needed for posting on the internet, this position is for you! \*\*\*Please note that currently we have a professional photographer that takes the animals’ photos. If you are interested in assisting, than your information will be forwarded to the photographer for training.\*\*\*

Responsibilities: Take photos of animals in the shelter that are up for adoption, and with the assistance of the NCAS staff, photograph stray animals for posting on our Adoptions Page on the county website. A person in this position must be able to transfer photos from the camera to a computer and email them to the designated person responsible for editing the photos for web posting. You can use the shelter's camera or your own. If using the shelter's camera you will be shown how to download the photos to email to the proper person.

## SOCIAL MEDIA

Time Commitment and Training: You must have read the volunteer manual and attended orientation to have a full understanding of our programs and services. While there is no required time commitment, NCAS strives to post frequently to keep the public engaged, promote our animals, and events. We have accounts with Facebook, Instagram, Twitter and You Tube. You will need to go through management in order to be approved access to our accounts and this position is an as needed basis.

Responsibilities: Upload photos and posts to our different social media accounts. Assist in responding to the public's comments and engaging them through social media on our behalf. In addition, you must be available to check in through email and or meet for check in and updates with management.

## FOSTER PARENT

Time Commitment and Training: You will need to have filled out a foster application where we will go over some questions and discuss your experience and comfort level with the age and temperament of animals that we may need foster for. If you are already a volunteer you would still need to fill out a foster application and additional training may be required depending on your interest.

Responsibilities: Provide temporary care in your home for animals who are in need of medical or behavioral rehabilitation , or are too young to stay in a shelter environment. A foster period can range from one week to a month or more, depending on the need. They would be preferably cared for in a separate area and away from other animals if possible; however this is not required. You must

be reachable and available for trips to the shelter for supplies, calls from the staff for updates or reminders, testing and/or vaccinations. Work with shelter staff for all aspects of care, most importantly, all medical care.

### **Advanced Volunteer Opportunities**

#### OUTREACH

**Time Commitment and Training:** You must have read the volunteer manual and have attended orientation. This requires that you have been at the shelter for several months and have a basic understanding of our programs and services. You must have customer service skills, be comfortable dealing with the public and handling animals in off-site locations. You will need to meet with the Animal Shelter Manager to determine eligibility.

**Responsibilities:** Volunteers in this position have the opportunity to be ambassadors for the shelter and must be familiar with the operations of the shelter. NCAS attends many events through-out the year and a volunteer may be asked to assist with transport, set up of display and breakdown, handle animals offsite, answer questions from the public in a polite manner, and do meet and greets among other duties.

#### PLAYGROUPS:

**Time Commitment and Training:** Playgroups are a great way for dogs (large and small) to play and socialize with each other and research shows that some dogs get more out of this type of interaction than a standard walk on a leash. At the same time, not all dogs are candidates for playgroup nor do they enjoy it. In addition to having read the volunteer manual and attend orientation, you will need to be trained on all levels of dog walking and have some basic knowledge of dog behavior and body language. Playgroups are done every morning and because this activity requires multiple handlers, we are seeking dedicated people that will be consistent in running these playgroups. If you are interested in helping with playgroups you would need to meet with management and a playgroup coordinator to determine eligibility.

Responsibilities: Be available in the mornings to assist the coordinator in running playgroups, safely monitor the dogs while in play, abide by the rules for running playgroup and read Dogs Playing for Life ( a quick read), pick up fecal matter after playgroup and tidy up yards, and keep logs of dogs that participate in playgroup. \*\*\*While playgroup can be very rewarding it is also possible that a dog fight may break out (not often but possible) so one must be comfortable handling these type of scenarios\*\*\*

#### ADOPTION COUNSELOR:

Time Commitment and Training: Because NCAS has such a small staff, it is very helpful when volunteers can assist with this duty so that we do not miss out on adopting animals due to lack of staff. To be a successful adoption counselor, one must have an understanding of basic training, housebreaking, crate training, customer service skills and dealing with difficult people at times. Knowledge of our adoption procedure is also necessary as this task is responsible for approving people for adoption and comes with a great deal of responsibility. One does not have to be an expert on animals as you will find that your own personal experience in adopting and taking care of animals is very valuable knowledge as well and something people can relate to. Adoption counselors are needed at the shelter every day, off site events and big adoption events. To become an adoption counselor, you must go through an interview process and training with the Animal Shelter Manager to determine eligibility.

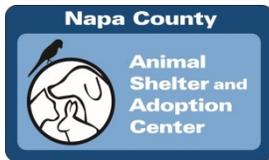
Responsibilities: Follow adoption procedure thoroughly, engage the public and be polite, properly document interaction and ensure patron meets all criteria for adoption, be able to offer alternate adoption candidates if their primary choice does not work out or not a good fit, problem solve, deal with difficult customers, advise on basic training techniques, diet based on animal, socialization techniques etc.

## LEAD VOLUNTEER

**Time Commitment and Training:** This volunteer position is awarded based on proven commitment to NCAS. Volunteers having this title have many things in common: respect for the rules, cross-trained on many tasks, offer ideas and solutions to problems, enjoy training other volunteers, have maintained an active status for several years, and have leadership abilities among other traits.

Appointment to this position requires you to be nominated by other lead volunteers with the final decision being made by management.

**Responsibilities:** Train new volunteers on the rules of NCAS and socializing and exercising animals, help enforce the rules of the shelter and report any misconduct or safety issue, be a resource for new volunteers and management, meet with management once a month (or as needed), other duties may apply.



## 2018 General Practices and Standard Operating Procedures- Volunteer Edition

It is important for volunteers to have an understanding of basic operations at the shelter to ensure the correct information is given when answering questions from the public or for your own personal knowledge. The following provides an overview of how NCAS works in the different areas of intake, housing, adoption, sanitation, and other protocols and procedures.

### **INCOMING ANIMALS**

Our mission is to serve the community by providing for a safe and healthy environment for our citizens and their animals while promoting animal welfare and education about responsible pet ownership. We are very proud of our mission and strive to follow through with each animal that comes into NCAS. We are a municipally run animal shelter and we take in all stray animals within Napa County regardless of age, temperament and medical condition. All of our animals are given vaccinations (when applicable), food, water, shelter enrichment and further medical care if necessary.

Animals coming in as strays with no owner identification are placed on a three day stray hold. During the hold, they are vaccinated, blood-tested, initial observations on behavior made, dewormed and treated for fleas. Once the stray hold passes then the animal is available for adoption, spay/neuter or for rescue placement. Animals that are owner surrendered are available for immediate adoption unless a medical or behavior concern are noted upon intake while strays with ID are held for 10 days to see if an owner comes forward to claim them.

### **KEEPING OUR SHELTER CLEAN AND SANITARY**

Animals, like humans, are sentient beings that deserve to live in a humane, disease-free environment. Shelter staff examines animals upon arrival by doing a quick visual check of the eyes, teeth, ears and coat to determine any abnormalities in addition to providing vaccinations, dewormings, flea treatment and bloodwork. Our animals are housed appropriately by gender, age, health status and species and in a manner that will minimize stress and disease transmission. We house our animals to make sure they are protected from the elements and have adequate ventilation and heat.

NCAS has established cleaning protocols that our staff follow every day in addition to following medical protocols in the event of an outbreak.

## **OWNER SURRENDER OF ANIMALS**

While legally NCAS is not required to take in owned animals it is a service we provide to the public if they need to rehome their pet. Our front office staff are trained to ask the right questions and help the owner fill out the correct paperwork so we have all pertinent information to disclose to a future adopter.

An owner surrender can occur for a variety of reasons: lost a job, lost a home, moving, behavior issues, medical issues to simply not wanting the pet anymore. Regardless of the reason, it is a personal matter and it is our job to accept the animals without prejudice and judgement. All we can try to do is get as much accurate information about the animal so that we can do what is best with that animal once it is in our care.

## **OPERATION PROCEDURES DURING DISEASE OUTBREAKS**

Standard operating procedures must change based on the current health status of the overall animal shelter population. Whenever a major outbreak effects either the dog, cat or rabbit population, shelter staff will take appropriate action to stop or minimize the spread of disease. Such action may include animal isolation, treatment, and in severe cases, euthanasia if our contract veterinarian feels this is the more humane option. Shelter operating status shall be based upon the health of the shelter population in a particular area.

Volunteers MUST respect the established operating status and should consider if they even want to volunteer during modified procedures. Volunteers must keep in mind that they can potentially transfer the disease to their own pets at home if they choose to socialize animals when a mild outbreak is occurring.

## **ANIMAL ILLNESS POLICIES AND PROCEDURES**

NCAS staff will take appropriate action when a disease outbreak occurs. If an animal comes down with a disease that we already have a written protocol for than we will respond accordingly. Based on the severity of the illness, we may still seek veterinary treatment for further direction from our contract veterinarian. We will always seek treatment for illnesses that are reasonably treatable but overall we follow the direction of the veterinarian when necessary. It is important to understand that while we see each animal as an individual, when it comes to health, we have to take into consideration overall *herd* health. If the illness is too severe and contagious, our contract veterinarian may decide that euthanasia is a more humane option. This decision is not taken lightly and this task can cause much distress to staff as they also can get attached to animals in their care. The decision to euthanize an animal or not is that of NCAS's staff and contract veterinarian. Volunteers are expected to respect the decision and

not be critical or disrespectful. Volunteers that do not adhere to this requirement and cause turmoil among other volunteers and/or staff risk being terminated from volunteering.

### **STAFF AND VOLUNTEER INTERACTION WITH POTENTIAL ADOPTERS**

Our facility requires for staff members only to remove animals from their cage/kennels to show potential adopters. We require that the public fill out the appropriate match form BEFORE meeting the animal. Staff or trained volunteer adoption counselors may remain with the potential adopters and the animals while going over the match form, answering questions and giving the potential adopter time to visit. We process our adoptions on a first come first approved basis and do not place holds on any animals available for adoption.

Employees (and volunteers) shall interact with potential adopters at every possible opportunity. Our goal is to have a quality, positive interaction with each potential adopter. These people are to be treated with respect and kindness just as we do for our volunteers. They are our clients; to have successful adoptions and a positive community reputation we need to make sure every potential adopter is treated in this manner. They will tell their story to others, good or bad, so we need to make every effort to make sure that the story is a positive one.

### **ADOPTION PROCEDURES**

Our shelter's adoption program seeks to find a lifelong match between the pet and the adopter. We encourage open dialogue between the adoption counselor and the potential adopter which allows for a friendly interactive environment where the member of the public does not feel interrogated, "interviewed" or judged. Our philosophy is that there are many scenarios and aspects that make a great home and we do not force people into a certain mold. Our focus is on how can we help the adopter with resources and information to assist in a successful adoption. We do however, retain the right to refuse an adoption if we feel there are adequate facts and information available that will put in animal in a bad or dangerous situation. Thankfully, this rarely happens as the majority of the people coming in to see our animals seek adoption and want to help.

Our complete adoption procedures are available on our website at [www.countyofnapa.org/1023/Animal-Shelter](http://www.countyofnapa.org/1023/Animal-Shelter) but some key points to remember are:

- You must have been trained as an adoption counselor in order to do meet and greets
- If a member of the public wants to visit with an animal, they MUST fill out a meet and greet form FIRST!
- While it is ok to answer questions you do know the answer to, please do not try to answer questions you are not sure of so please refer them to a lead volunteer or staff member.

- Our adoptions are on a first come first approved basis
- We require landlord approval, resident dog to meet potential adopted dog and all family members in the household to be a part of the meet and greet

### **ADOPTION CANDIDATES AND BEHAVIOR ASSESSMENTS**

Once an animal has passed their stray hold an animal can become an adoption candidate or available for rescue placement. Since we do want people to adopt from our shelter, rescues need to wait a week from the time the animal of interest enters the shelter before transferring. This ensures that our adopters are given first priority for adoption and not have to go to another facility to get the pet they want. Animals that are adopted are already vaccinated, treated for parasites, blood tested for either FIV/FELV or heartworm, spayed/neutered and microchipped. We will also do a dog license if the resident is within Napa County.

Since our priority is to ensure public safety, we also want our adoption candidates to be safe for adoption. Cats are categorized into three colors: green, yellow and red. While red indicates the cat may have some behavioral quirks, this does not mean they are dangerous. Feral cats are adopted out as barn cats or are released back into the community once they have been altered and microchipped or sent to other rescue organizations that may have a need for barn cats. All large dogs are behaviorally assessed for food, resource, arousal and dog aggression. Unless we see behaviors that are a cause for concern, small dogs and puppies are not automatically assessed due to their smaller size. Assessment of behavior begins the moment an animal comes into the shelter and while some animals may not be adoption candidates for NCAS, we seek rescue and other resources in order to place these animals in other programs that may be better suited for them.

### **SOCIALIZING PUPPIES/KITTENS AND OTHER SPECIAL NEEDS ANIMALS**

All volunteers need to undergo training for their respective areas of interest so they know what animals are available for walks, public viewing, and socialization. ***Only animals available for adoption can be handled by volunteers.*** Animals in our stray animal housing areas and isolation areas are not available for adoption as they may be still be on a stray hold or under observation for medical and behavior issues.

Puppies and kittens require a lot of socialization and it is crucial that they get it during the first weeks of their lives. Properly socialized animals show better in their cage/kennel and are better behaved during meet and greets. However, from a medical standpoint, the first couple of weeks and months are where they are the most susceptible to contracting contagious diseases such as parvovirus and panleukopenia. Puppies under 4 months should not be going on walks and exposed to the ground or grass outside. To still provide the important socialization they need, as long as they have 2 DA2PP on record, they can go into the

conference room provided that the floor is clean and a blanket spread out so they can play and socialize or a volunteer can go into the kennel with them and play with them in there. It is important to realize that if a volunteer plans on walking other dogs, they should socialize puppies first so they are not exposing them to adult dog germs. Once they are 4 months of age and have finished their booster vaccinations and also received a rabies vaccination then puppies are available for walks. Kittens must be socialized first to prevent the spread of germs from the adult cats.

At times, there are animals available for adoption that require special socialization or instructions for care. It is imperative that volunteers follow directions and pay attention to any notes and signs posted. Animals that have just been spayed and neutered require that they take it easy for the first week to ensure proper recovery for example. Other animals may have undergone major surgery such as a knee repair or mass removal so strict cage rest may be needed with only short walks to the yard for the bathroom. It is important that these accommodations be respected or a volunteer can seriously cause further injury to the animal or themselves. At times there may be a request that only Lead Volunteers walk certain dogs or handle cats because they are being worked with in regards to their behavior but are not considered dangerous as to not be an adoption candidate. Some animals can be difficult to walk due to their size, energy, lack of socialization etc. so staff may request that only a certain category of volunteers handle the animal.

### **MANDATORY SPAY/NEUTER OF SHELTER ANIMALS**

To prevent unwanted litters and decrease over pet population, NCAS is bound by state law to follow mandatory spay/neuter laws. Food and Agricultural Codes require the following:

#### **F&A code 30503 Spay/Neuter of Dogs**

(a)(1)...no public animal control agency or shelter, aspca, humane society shelter, or rescue group shall sell or give away to a new owner any dog that has not been spayed or neutered.

#### **F&A code 31751.3 Cats: Spay/Neuter Deposit Required**

(a)(1)...no public animal control agency or shelter, aspca, humane society shelter, or rescue group shall sell or give away to a new owner any cat that has not been spayed or neutered.

#### **F&A code 31753 Holding Period and Care for Animals Other than Dogs and Cats**

This code essentially states that rabbits and other animals fall under the same requirements of care and board as dogs and cats and that includes spay/neuter where applicable.

### **EUTHANASIA PROTOCOLS**

Animal shelters have a mandate to provide a humane death for those animals whose lives must be ended. The consensus among veterinarians and other experts is that a barbiturate sodium pentobarbital, properly administered via injection, provides the most stress free, painless death. It is the method of choice for companion animal euthanasia, recommended by The Humane Society of the United States, the American Humane Association, and the Veterinary Medical Association. This is the method utilized by the Napa County Animal Shelter and Adoption Center.

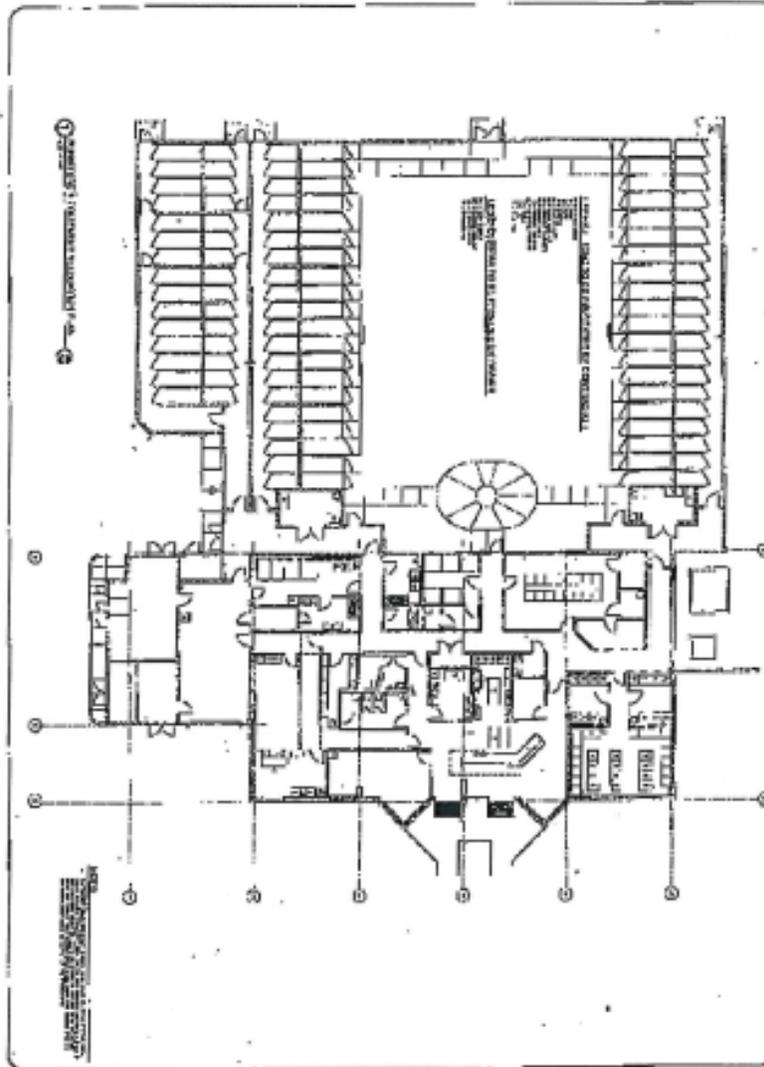
With the exception of the office staff, the Animal Attendants and Management are certified to carry out appropriate euthanasia procedures. Since we want to ensure a calm and soothing environment to ensure a peaceful transition, staff may administer a strong sedative to the animal before performing euthanasia if needed. Euthanasia is only an option for animals in our care if they have a severe medical issue where a licensed veterinarian is recommending this to prevent suffering and/or the animal, via proper documentation and assessment, has been determined to be a danger to the public and is not an adoption candidate.

NCAS also provides for owner request euthanasia as a service to the public. We offer reduced fees versus a veterinarian who will charge for their time, staff time, room time etc. and can be expensive. While we do not have the ability to have the owner present during euthanasia our fees are inexpensive and more affordable for the public. Since we do take euthanasia seriously, we will not euthanize an owned animal just because the owner wants it done. The owner needs to provide veterinary documentation for alleged medical issues or give us the ability to confirm their case. Unless we already have previous documentation in regards to aggressive behavior, we will not euthanize an animal for aggressive behavior without doing our own assessment and observations. Aggression in animals can be subjective and sometimes people can confuse dominant or fearful behavior as aggression.

### **INJURY/FIRST AID KITS/REPORTING**

First Aid Kits are located in the kitchen area and up front with the front office staff. Any need for first aid must be reported to Shelter staff no matter how minor you consider the injury. All volunteers are required to report injuries sustained while volunteering, no exceptions. Failure to report injuries may result in a volunteer being removed from service. The Shelter has a huge responsibility when it comes to placing animals in appropriate homes. If a particular animal has a personality trait or habit that resulted in a bite or scratch (even it was unintentional) that must be made known to the shelter staff so they can update records and seek further evaluation.

# FACILITY DIAGRAM



<b>F1.0</b> SHEET TITLE DATE	<b>Napa County</b> Animal Shelter Napa, California	 Animal Care Services Design Group Robert Palmer AIA - Architect Charles Conzelant - William Muehle 2510 Broadway, Suite 200, San Francisco, CA 94115
	PROJECT NO. DRAWING NO.	



THANK YOU FOR  
VOLUNTEERING

