

# **Sangamon County Animal Control Center**

## **Volunteer Policy**

### **Policy Statement**

The Sangamon County Animal Control Center (SCACC) is committed to creating an animal control center and adoption center that allows animals suitable for adoption to be re-homed as efficiently as possible. Local volunteers can be a great asset to the SCACC and to the animals in the care of the SCACC.

Volunteers will only be allowed to work with animals under strict supervision of SCACC staff and will work with dogs and cats that have been determined to be suitable for adoption by the SCACC. However, animals can be unpredictable. SCACC cannot anticipate or insure against unexpected conduct of the animal(s) or unknown and undetected medical conditions and diseases that may be transferrable.

In the interest of protecting SCACC staff and the animals in the care of the SCACC, it is extremely important that SCACC employees and volunteers must adhere to the following rules and policy.

### **Selection of Volunteers**

Volunteers shall be recruited and selected by the SCACC Director of Operations, or his/her designee. All volunteers must fill out an application and participate in an interview by SCACC staff members.

Successful volunteer applicants must sign a volunteer program agreement and waiver of liability, and agree to abide by the SCACC volunteer code of conduct.

### **Training**

All volunteers must participate in and successfully complete an initial orientation and must attend all training as required by the SCACC.

### Code of Conduct

All volunteers are required to comply with the policies and procedures established by the SCACC. Volunteers shall maintain high standards of conduct and behavior while volunteering, whether on the grounds of the SCACC, at an offsite event, or any function associated in any way with the SCACC. Volunteers will be required to follow SCACC rules, policy, and instruction from staff. Failure to following SCACC rules, policy, code of conduct, or instruction shall result in the dismissal of the volunteers involved.

Upon being approved as a volunteer, volunteers shall abide by the following rules and code of conduct:

- Volunteers will only report for volunteer duties during approved hours of operation. Hours for persons volunteering at SCACC's facility shall be determined by the Director of Operations, or his/her designee, and special events scheduled and approved by SCACC staff.
- Volunteers shall not represent themselves as staff of SCACC at any time and will not disseminate information regarding the animals or policies of SCACC. If asked questions, volunteers will refer such questions to the staff to avoid any misrepresentation. Volunteers will not interfere with prospective adopters unless asked to do so by SCACC staff or by an adopter. Volunteers will not solicit information or personal business while at the shelter or SCACC events.
- Any complaints or concerns are to be directed to the volunteer coordinator or appropriate SCACC staff. Volunteers & staff are expected to conduct themselves professionally at all times.
- Volunteers are to stay within the public areas of the shelter and sign in and out at the front desk upon arrival and departure. **Only dogs suitable for adoption (typically housed in kennels B, C, D, and E) may be walked or interacted with by volunteers.** Before handling cats or walking dogs, volunteers must first check with SCACC employees to make sure the animal is suitable for adoption.
- Volunteers shall follow the direction of SCACC staff as it pertains to their duties as a volunteer.
- Volunteer status is solely at the discretion of the SCACC, and volunteers may be dismissed for any or no reason by the SCACC.
- Volunteers must understand that media outlets often attend Adoption Events and pictures and videos of volunteers and their activities are taken. Volunteers must grant SCACC

irrevocable license for the use of their respective pictures or likeness to the extent that they are associated with the SCACC as a volunteer.

- Volunteers will not take their own pictures of the general public while at the shelter.
- Volunteers shall attend a volunteer orientation classes and all other training, required and approved by SCACC.
- If a volunteer is uncertain about handling animals or has any other questions about their duties as a volunteer, the volunteer shall ask a staff person or the volunteer coordinator.
- Volunteers will not accept donations of any nature in connection with their services at the SCACC. Volunteers will refer all donations to SCACC staff.
- Volunteers are free to express themselves as private citizens on social media sites to the degree that their speech does not impair working relationships of the SCACC for which loyalty and confidentiality are important, impede the performance of their duties, impair discipline and harmony among other volunteers and SCACC employees, and visitors, or negatively affect the public perception of the SCACC.
- Volunteers shall not post, transmit, or otherwise disseminate any information to which they have access as a result of their position as a volunteer from the SCACC without permission from the SCACC Director of Operations, or his/her designee.
- Volunteers will read cat and dog kennel signs carefully. Signs may include walking restrictions, leash requirements, or other relevant information. Animals on some special food diets cannot have treats.
- Volunteers will check with staff and get approval before handing out food or treats. Some dogs or cats may have dietary restrictions or have already received plenty of treats for the day. Rawhide treats are not allowed in the SCACC facility.
- If a visitor approaches a volunteer with any questions, direct them to staff who can check the animal's behavior, medical notes or other notes to give adopters the most accurate information.
- Volunteers shall carry bags for feces and clean up after their dog to prevent soiled shoes, odor, and spread of disease.
- SCACC employees are working hard and only want the very best for the animals. SCACC employees are dealing with very difficult situations and compassion fatigue daily. Verbal abuse, questioning employee decisions, bullying of staff, other volunteers, or patrons will not be tolerated. Volunteers shall not interfere, question, or pressure staff about difficult decisions, such as humane euthanasia. If volunteers are in need help regarding difficult circumstances, they may speak to the Director of Operations.
- Volunteers will not give animals toys without the direction of SCACC staff. Volunteers must be sure to size the toy for the dog to avoid foreign body blockages, and always go a size up. If the toy can fit all the way, or nearly all the way, inside the animal's mouth, it is too small. The SCACC does not use tennis balls due to issues with dogs eating them. Volunteers will bring toys taken outside back inside, so they do not get eaten or mowed over.

- Volunteers can check with SCACC staff if they would like to participate in enrichment programs or pass out enrichment items.

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