

COLLIER COUNTY



Volunteer Handbook

7610 Davis Blvd Naples FL 34104
239-252-7387

www.collierpets.com

[facebook.com/CollierDAS](https://www.facebook.com/CollierDAS)

Revised May 2012

Collier County Domestic Animal Services

Welcome to Collier County Domestic Animal Services!

Thank You for giving your very valuable time to our organization. We could not continue to provide the high level of service for the Collier community without the support of our volunteers.

We want you to feel that you are an integral part of our team. If you have any questions or concerns, please feel free to contact us; we are here to assist you in having your volunteer hours result in a meaningful, rewarding experience.

Every effort is made to accommodate a volunteer's desire for placement in the program and if at any time you would like to make a change or do an additional job at the shelter, please do not hesitate to discuss it with the Volunteer Coordinator.

After reviewing this manual, you will have the knowledge and understanding of the Volunteer Policies of Collier County Domestic Animal Services. You will then be able to participate in the scheduled volunteer training classes of CCDAS.

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I. INTRODUCTION

Thank you for giving the animals of CCDAS your very valuable time as a volunteer. CCDAS is truly grateful for your help. At this time CCDAS employs 32 staff members and without the help of volunteers, we could not give the level of service that we do. Because of this, we recognize how valuable your time is, and how important it is to you to be happy at the volunteer job that you do.

The purpose of this manual is to help you get to know what role Collier County Domestic Animal Services serves in the community and to understand how we function as a department in within Collier County Government.

I.1. ABOUT US

Collier County Domestic Animal Services (CCDAS) is a department within the Public Services Division of the Collier government. CCDAS is responsible for servicing a territory of over 2000 square miles. This area includes Everglades, Ave Maria, Naples, Marco Island, Everglades and the Immokalee area. CCDAS is the only enforcement agency within this area for domestic animal complaints.

Duties handled by the department include: animal cruelty/neglect investigations, animal bite investigations, rabies control, dangerous dog investigations, and violations of state and county ordinances, inspections of pet shops, stables, animal exhibits and groomers, poisonous snake calls, injured wildlife calls when The Conservancy is unavailable. In addition, CCDAS also maintains the county's pet licensing program, adoption program, volunteer program and Collier County Pet Friendly Shelter.

I.2. DOMESTIC ANIMAL SERVICES MISSION STATEMENT

To ensure compliance with local and state animal-related laws, to return strays to their owners and promote adoption of homeless animals to new families, and to work toward ending the community problem of pet overpopulation.

I.3. VOLUNTEER MISSION STATEMENT

To support the mission of CCDAS through voluntary labor and to provide companionship, care and attention to shelter animals.

1.4. HOURS OF OPERATION

OFFICE HOURS

MONDAY through SATURDAY

9:00 AM TO 6:00 PM

ADOPTION HOURS

MONDAY through SATURDAY

11:00 AM TO 6:00 PM

****Adoption Hours are subject to change***

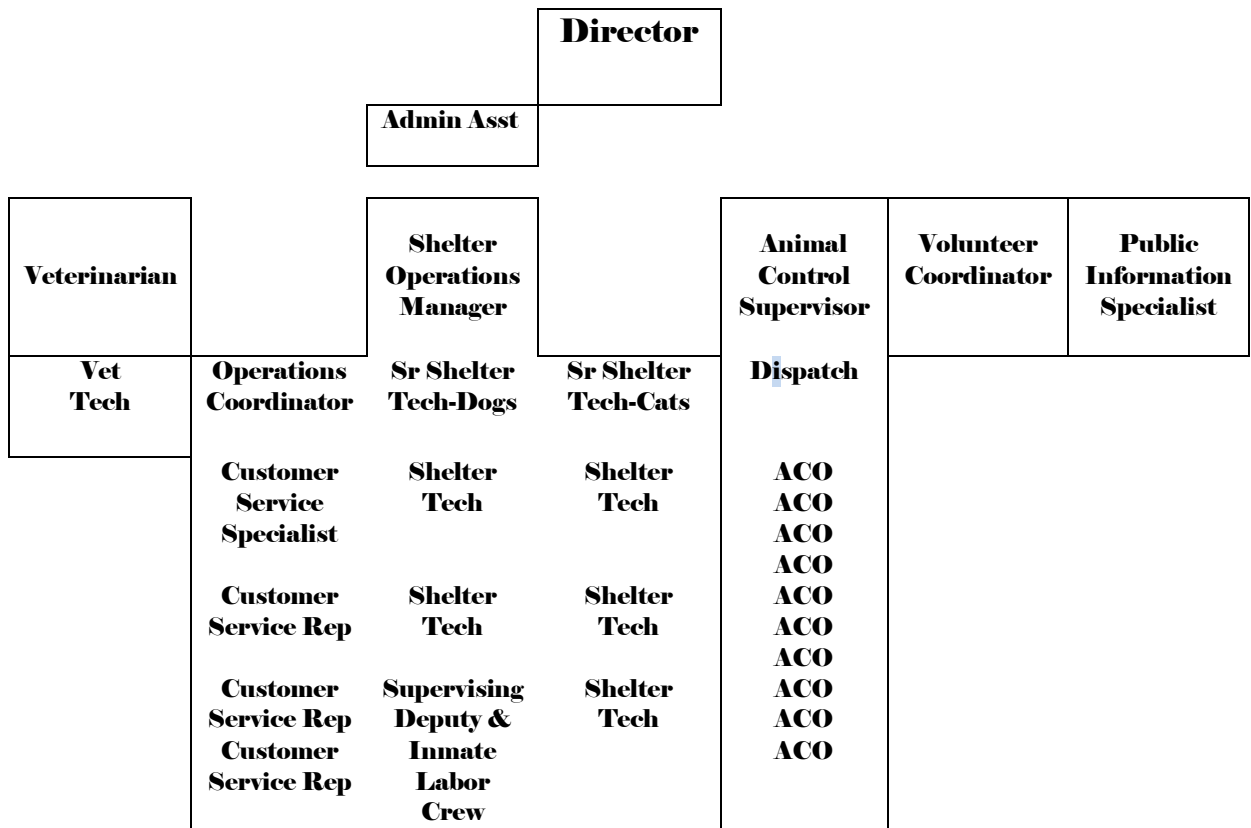
The shelter is closed to the public every Sunday and on the following holidays:

- **New Year's Day**
- **Martin Luther King Jr. Day**
- **President's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Veteran's Day**
- **Thanksgiving Day**
- **Day after Thanksgiving**
- **Christmas Eve**
- **Christmas Day**

Animal Control Officers (ACO) are on duty 24 hours a day, 365 days a year. After hours, calls are dispatched through the Collier County Sheriff Department at: (239) 252-9300

All volunteer shifts will occur during Adoption Hours with few exceptions, unless volunteering is performed away from the shelter.

1.5. DOMESTIC ANIMAL SERVICES ORGANIZATIONAL CHART



I.6. DOMESTIC ANIMAL SERVICES ADVISORY BOARD

Dan Martin

Citizen at Large

Seat is Currently Vacant

Veterinarian

Marcia Breithaupt

Committee Chair
Pet Retail Business

Marjorie Bloom

Citizen at Large

Sgt. David Estes

Collier County Sherriff

Cindy Harrold

Rep from Animal Rights Group

William Thomas Kepp, Jr.

Humane Society Naples Rep

The Advisory Board is composed of 7 members, with experiences including, but not limited to the following:

- 1 (one) Collier County Humane Society Representative
- 1 (one) Veterinarian or Veterinarian Technician
- 1 (one) County Law Enforcement Representative
- 1(one) Citizen in the pet retail, boarding or grooming industry
- 1 (one) Representative from an animal rights group based in Collier County
- 2 (two) Collier County Citizens at large

The Board makes recommendations to the Board of Collier County Commissioners (BCC) on programs, services, classes and special events that will further assist DAS in providing the best possible service to the community. The Board may also analyze and review construction and improvements to DAS facilities for which they shall make recommendations to the BCC regarding such facilities.

2. VOLUNTEER CONDUCT

2.1. ATTENDANCE AND PUNCTUALITY

The reporting of hours is extremely important and is your responsibility. Every volunteer will be shown where the sign in and out computer will be kept. It is important that you use this reporting system each time you volunteer for CCDAS. In case of an accident, this is the only proof you were working when the incident occurred.

When scheduled for a shift at the shelter or special event please arrive on time and stay for the entire scheduled shift. Absenteeism, tardiness and leaving early places a burden on other volunteers, the animals and on the staff of CCDAS. In an instance that a volunteer cannot come to a scheduled shift or special event, please notify the Volunteer Coordinator prior to the scheduled shift or special event.

Volunteers that are inactive with no recorded hours for 6 consecutive months will be placed on the INACTIVE list. Volunteers that have no recorded hours for 12 consecutive months will be TERMINATED from the Domestic Animal Services volunteer program. Once termination has occurred, the volunteer must fill out a new volunteer application and attend the volunteer orientation before they can return as a CCDAS active volunteer.

2.2. DRESS CODE

All volunteers that have completed the required orientation and training will receive one CCDAS volunteer t-shirt and one name badge upon arrival for their first scheduled shift. You must wear your CCDAS volunteer t-shirt and name badge every time you volunteer at the shelter or at a scheduled special event. This is non-negotiable. Any volunteer that reports to the shelter or special event without wearing their required t-shirt and name badge will not be able to volunteer on that day. The CCDAS volunteer t-shirt identifies you as a CCDAS volunteer to staff members and the public.

When volunteering at the shelter, wear washable clothing as you will get wet, dirty and full of animal hair. Clothing must be laundered between visits to the shelter. This reduces the spread of viruses and disease. Closed-toe, rubber-soled shoes such as athletic shoes or workman's boots are necessary to reduce the risk for slipping on wet floors. No sandals of any kind will be permitted. No mules, crocs (a very soft rubber shoe) or open heeled shoes will be permitted. This is non-negotiable. Any volunteer who reports to shelter not in compliance with the proper shoes will be unable to volunteer that day.

As weather permits, walking length shorts are permitted. No beach attire, halter, crop or tube tops will be permitted. No torn shorts or pants will be permitted. Inappropriate clothes can be distracting and a safety hazard. Jewelry should be kept to a minimum.

Protect yourself from the sun. You may wear a hat and please use sunscreen at all times when you are outdoors with the animals or volunteering at a special event that requires you to be outdoors. Wear sunglasses to protect your eyes while outdoors.

2.3. DRUG AND ALCOHOL USE (CMA 5312)

Being under the influence of a drug or alcohol while volunteering for CCDAS poses serious safety and health risks to the user and to all those who work with the user. The use, sale purchase, transfer, or possession of an illegal drug on shelter property or at an off-site CCDAS event, and the use, possession, or being under the influence of alcohol also poses unacceptable risks for safe, healthy and efficient operations. It is the BCC policy to prohibit the unlawful manufacture, distribution, dispensation or use of alcohol or controlled substances in the workplace. Any volunteer who willingly volunteers under the influence of such above substances will be immediately set home and may be terminated from the volunteer program.

2.4. LOSS OR THEFT OF PROPERTY OR MONEY (CMA 5311.1)

County property, equipment and materials will be utilized only for that which it is made and will not be destroyed, damaged or used for personal purposes. Proper authorization is required for removal of county property or others' personal property, or property belonging to a member of the public. Failure to adhere to these standards may warrant disciplinary action that may include the termination of volunteer privileges.

Collier County Domestic Animal Services will not be responsible for the loss, disappearance or damage of volunteer's personal property or valuables.

2.5. VOLUNTEER COMPLIANCE

Volunteers are expected to assume the responsibility of following CCDAS policies and procedures, as outlined in this manual. There will be periodic training meetings to keep volunteers updated and current on the regulations. In the event a volunteer chooses not to adhere to the policies and procedures CCDAS reserves the right to terminate his/or her volunteer privileges.

The following are restricted areas in which no volunteers are allowed unless escorted by a CCDAS employee:

- Front Receiving & Animal Holding Area
- Veterinarian Clinic
- Stray Building for Dogs
- Isolation Building for Dogs
- Barn & Sally Port Area
- Stray Building for Cats

2.6. VOLUNTEER - AT- WILL STATUS

This manual, nor any other written or verbal communication between you and the staff of Collier County Domestic Animal Services, is intended to create a volunteer contract between you and Collier County Domestic Animal Services. Accordingly you have the right to terminate our relationship at any time with or without reason, and Collier County Domestic Animal Services retains the same right. In other words, our relationship can be described as Volunteer - At - Will.

2.7. VOLUNTEER FRIENDS AND FAMILY

Volunteers of CCDAS are asked not to invite friends and family members who have not completed a volunteer application, attended a volunteer orientation and received the necessary training to work with the animals at the shelter. This is for the safety of the friends and family members as well as for the safety of the animals staying at the shelter.

You can suggest that your friends and family members attend a future volunteer orientation class and receive the necessary training so they may accompany you in the future.

2.8. NON-DISCRIMINATION OF VOLUNTEERS (CMA 5305)

Collier County Domestic Animal Services will not remove volunteer privileges from qualified persons on the basis of race, creed, color, sex, marital status, national origin, sexual orientation or handicap. CCDAS will provide reasonable accommodations to enable volunteers with disabilities to perform volunteer duties, unless doing so would impose an undue hardship on the organization or create an unsafe working environment.

2.9 PROHIBITED CONDUCT (CMA 5311.1)

Prohibited conduct for volunteers of Collier County Domestic Animals Services includes, but is not limited to the following examples:

- Fighting or attempting bodily injury to another volunteer, CCDAS staff or a member of the public while representing CCDAS as a volunteer.
- Refusal or failure to perform assigned work.
- Theft or inappropriate removal or possession of property.
- Defacing, stealing, or intentionally breaking equipment or property of CCDAS or that of another volunteer, sponsor, or member of the public.
- Possession, use or sale of an alcoholic beverage or an illegal drug while on duty.
- Reporting to a CCDAS function under the influence of alcohol or an illegal drug.
- Engaging in sexual harassment.
- Possessing weapons at any CCDAS function.
- Sleeping at a CCDAS event/function.
- Failure to comply with safety practices and norms or jeopardizing the health, safety, and or well being of other volunteer members, representatives, the public or the animals staying at the shelter.
- Unauthorized disclosure of confidential personal information.
- Gaining unauthorized access into confidential records such as volunteer or adopter and distributing or discussing such information with other individuals.
- Behavior toward fellow volunteer members, CCDAS staff or the public that does not meet community standards of decency or is generally recognized by law or custom as outside the bounds of acceptable social behavior.
- Interference during the adoption process with the adopter or shelter staff.
- Use of abusive, threatening or obscene action or language.
- Injuring or harassing a fellow volunteer, CCDAS staff or the public.
- Conviction of a felony or any heinous crime.
- Any instance of personal dishonesty.
- Violating and federal, state, and local laws, rules regulations and policies.

While volunteering you are expected to conduct yourself in a manner which respects our guests, staff and other volunteers. If you fail to follow the policies and guidelines outlines in this handbook or other training classes you attended, you will be counseled. If there is a repeat offense, the

Volunteer Coordinator, Shelter Manager or Director may decide it is necessary to terminate your volunteer privileges. Volunteers are a huge asset, so we want to ensure your experiences here are pleasant. Please inform the Volunteer Coordinator or another manager on duty if anything occurs that makes you feel unsafe or uncomfortable.

2.10 SOCIAL MEDIA

If you choose to identify yourself as a volunteer of CCDAS or discuss matters related to CCDAS on the web, many readers will assume you are speaking on behalf of CCDAS. In light of this possibility, your communications should be transparent, ethical and accurate. Please follow the below guidelines when using social media:

- Please make it clear to your readers that the views you express are yours alone and that they do not necessarily reflect CCDAS views. To help reduce potential for confusion, CCDAS would appreciate it if you put the following notice, or something similar, in a reasonably prominent place on your site: *The views expressed on this website/web blog are mine alone and do not necessarily reflect the views of CCDAS.*
- Respect the fact that CCDAS deals with confidential and sensitive matters.
- No details should be released regarding any animal that is not available for adoption.
- No details at the time of writing should be released regarding any owner or potential owner of any animal.
- Only pictures of animals available for adoption should be posted. Pictures of any other animals should not be posted to personal sites.
- Ask the Volunteer Coordinator if you have any questions about what is appropriate to include in your blog.
- Be respectful to CCDAS, staff members, volunteers, guests and other humane organizations.
- Understand and comply when CCDAS asks that topics not be discussed for confidentiality or legal reasons.
- If you don't want to friend CCDAS staff members, volunteers, guests and other humane groups on social networking sites, don't feel pressured to.

The following are guidelines CCDAS request you abide by when volunteering your time at the facility:

- Do not access your personal social network while performing volunteer duties.
- Be smart about what you publish. Once you put something out there, it can be difficult to retract.

3. GENERAL INFORMATION

3.1 AGE REQUIREMENT

The minimum age requirement to become a CCDAS volunteer is 15 years old. This is for the safety of the volunteers when working with the animals at the shelter.

3.2 VOLUNTEER ORIENTATION AND TRAINING

Orientation and training classes will be regularly offered to volunteers. All volunteers must attend the orientation class prior to being able to take part in a scheduled CCDAS event.

The volunteer's handling abilities will be judged so that the appropriate animal is assigned to him/her. Training classes are available to those volunteers who wish to increase their knowledge and handling abilities. Everyone is encouraged to attend!

3.3 COMMUNICATION

Almost all communication in the volunteer program is via e-mail. Due to the large number of volunteers, phone calls are not possible and sending mail via the postal services would be too expensive. Volunteer newsletters, notices and updates, and other important information about the volunteer program will be e-mailed. Many of our volunteers who do not have e-mail at home may have web e-mail that they can access on a friend's computer or the computer at the local library. If this is not an option for you, a copy of most communications will be placed on the volunteer bulletin board. If you have an urgent need or concern that cannot wait, please see any on duty shelter supervisor or manager.

3.4 Essential Capabilities of Volunteers

There are many volunteer opportunities within Collier County Domestic Animal Services (CCDAS), some of which are fulfilled by volunteers who work with animals. To safely and effectively serve as a volunteer at CCDAS, volunteers need to possess the following physical, mental, and emotional capacities.

Essential Physical Capabilities

- Quick reflexes and ability to use both hands simultaneously (example: open cage door while handling animal).
- High level of manual dexterity to handle small tools.
- Ability to walk unaided on unpaved, uneven, rugged and sometimes muddy and slippery terrain.
- Ability to bend and squat in order to pick up containers.
- Ability to stand for significant periods of time.
- Average vision (with or without correction) to move safely around CCDAS, to be able to observe animal body language without difficulty, and to be able to read notes on animals' paperwork.
- Average sense of smell in order to detect unpleasant odor of animal fecal matter while working in the kennel environment.
- Ability to hear if animal is growling or making sounds indicating fear or pain.

- Ability to speak and effectively communicate in English verbally as well as in written form.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent animals from escaping.
- Ability to handle animals of small to large size (up to 65 pounds) with caution and care. This requires average vision, hearing, steadiness of hands and body, quick reflexes, physical strength, and mental alertness.
- Ability to capture loose and escaped animals with quick and quiet movements, and ability to use hands simultaneously with a blanket or leash for capture.
- Must not have strong allergies to chemicals used in grooming or cleaning, or to animals in our care that can't be managed by medication.
- Ability to deal with strong and unpleasant odors, fleas, ticks and feces.
- Ability to cope with a very loud environment due to animal noises.
- Ability to judge an animal's reaction and to change voice to a soft or strong, authoritative tone in order to change an animal's response.
- Ability to reach cabinets and cages at least six feet in height, using a step stool as needed.
- Ability to push carts and barrels of laundry; load and unload washer and dryer; fold clean laundry and put away, reaching shelves from ground level up to six feet, using a step stool as needed.
- Ability to wash dishes and put away in cabinets and drawers from ground level up to eight feet in height with use of step stool as needed.
- Average strength to assist with lifting small to medium size animals (up to 50 pounds) into bathing tub, which is approximately four feet high.
- No known concerns about tolerating exposure to zoonotic diseases such as ringworm and mange.

Essential Mental Capabilities

- Ability to understand, remember and follow instructions and procedures.
- Ability to differentiate the needs of animals and adjust working mannerisms around each type of animal.
- Competent in reading, writing, spelling and communication skills (example: understand words such as quarantine, euthanize and other common industry-related terms), and a mastery of the English language.
- Possess problem-solving capability.
- Ability to observe and evaluate response to handling, as well as health and behavioral problems that are revealed during socialization.
- Ability to be aware of potentially dangerous situations when working with the animals; ability to remain calm with animals who are upset, behave sensitively and confidently, show good judgment and act appropriately in these situations.
- Once trained, must be able to work with minimal supervision, yet must recognize limitations in knowledge and abilities, and ask for help when needed.
- Ability to work independently for short periods of time, as well as work within a team atmosphere with other volunteers or staff.

Essential Emotional Capabilities

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with the presence of abused/neglected animals in need.
- Ability to cope with a highly emotionally-charged environment with some animals that are unviable or abused, as well as the reality that the animals in our care may be euthanized.
- Ability to understand Collier County Domestic Animal Services (CCDAS) policies and positions regarding animal control, and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing CCDAS.

3.5 INMATE WORK PROGRAM (200.100)

It is the policy of CCDAS to use inmate labor to defray personal services expenses while providing the best possible animal care and sanitation within the shelter. The following rules regarding use of inmates and staff/volunteers contact with the supervising deputy **and /or** inmates will be followed at all times:

- Inmates will work as a unit under the direct supervision of a supervising deputy. No staff or volunteers (excepting Senior Shelter Technicians) will enter a building where the inmates are working.
- CCDAS staff and volunteers will not talk to, give items to, or accept items from inmates. If an inmate approaches a staff member or volunteer to converse or request an item or given an item, the staff member or volunteer will notify one of the Senior Shelter Technicians as soon as possible.
- CCDAS staff and volunteers must be aware of members of the general public who may have interpersonal relationships with or may be acting as agents of inmates. Staff and volunteers must keep conversations with such persons strictly within the bounds of CCDAS business. Staff and volunteers will not give items to, or accept items from such persons.
- If any member of staff or any volunteer observes any unusual behavior or activity associated with in inmate, they are to notify one of the Senior Shelter Technicians as soon as possible.
- If any member or staff or any volunteer observes any unusual behavior or activity associated with an inmate that appears to put a person or an animal in immediate danger, they are to notify the supervising deputy immediately.

3.6 REPORTING INJURIES (CMA 5803)

Injuries and/or bites may happen, however diligent a volunteer may be. Any injuries/bites must be immediately reported to a CCDAS staff member. A report will be done to document the injury/bite so further assessments can be completed. The report will also provide you the necessary medical attention if needed.

Collier County provides registered CCDAS volunteers coverage under Workers Compensation. No compensation is provided for lost wages.

3.7 CLAIMING A LOST PET (200-01)

Owners seeking to claim a pet will be asked to register their lost pet into our Chameleon Database. Upon entering of the information on the lost pet into the database, the owners will be escorted by a CCDAS staff member to view the animals in the Isolation building and the Stray building. All of the lost pets can be viewed at both of these web sites:
www.collierpets.com or www.petharbor.com

All owners of impounded animals will pay impound and boarding fees, in addition the owners will also pay for the mandatory spaying or neutering of their animal. There also may be additional fines that must be paid before the pet is released to the owner. All animals are micro-chipped and have a 1 year Collier County license tag.

3.8 STRAY ANIMALS (400.305)

CCDAS receives many animals each year. The total intake for animals in the fiscal 2011 year was over 6500. Stray animals are brought to the shelter by the public and retrieved from the community by Animal Control Officers (ACO). They are then housed in the stray dog and cat areas that are not accessible to the public and volunteers for health and safety reasons.

Only a shelter staff member can escort individuals who are looking for their lost pet(s) through these areas. Sometimes people finding animals may decide to keep them in their home and they will complete a found dog/cat report. The Lost and Found feature on our database serves as one of the tools to try and reunite animals with their families.

All strays upon intake into the shelter are physically looked at by a shelter technician for any visible wounds or injuries. Blood is drawn for testing and animals are given age appropriate vaccinations, de-wormed and Frontline is placed on them for fleas and ticks.

The holding time frame for stray animals is 120 hours/ 5 days. This does not include Sundays and holidays. During the holding time frame a behavioral assessment is done on all animals. This is to insure they can be good adoption candidates and do not have any behavioral issues that may potentially harm another animal or human.

CCDAS staff members will make three (3) attempts to contact an owner if the animal has identification on them or has a micro-chip. These contact attempts will be made in person by an ACO posting the owners house and by phone. At the end of the 120 hours/ 5 days if the animal is not claimed it becomes CCDAS property.

3.9 OWNER SURRENDERED ANIMALS (200-03)

CCDAS accepts all animals that are no longer wanted by their owners. Pet owners surrendering their pets must pay a ten dollar (\$10.00) surrender fee. Once the surrender form is signed by the pet owner the animal becomes the property of CCDAS. The animal(s) are then evaluated for potential adoption placement.

If a surrendering pet owner changes their mind, a impound fee, boarding fee, micro-chip fee, license fee and mandatory spay/neuter fees will be applied to the owners before the release of the pet.

3.10 EUTHANASIA (400.311)

Much energy, love, time and veterinary care is devoted to animals at the shelter and CCDAS staff is committed to give the best possible care to the animals at the shelter.

The humane euthanasia of abandoned and surrendered pets is the devastating result of a community wide problem. CCDAS is committed to working with pet owners and community members to reduce the number of unwanted animals within Collier County.

CCDAS humanely euthanizes all animals that we know to be seriously sick or injured and beyond our limited capabilities to provide care.

CCDAS humanely euthanizes all animals that we know to be dangerously aggressive toward people, animals, or unfit to be made available for adoption.

Although CCDAS makes every effort to place the animals at our shelter in permanent homes, the

reality is that there are more animals than there are loving homes. You may hear the term “euthanized due to lack of space” in conversations and publications; the sad truth is that it is sometimes necessary to humanely euthanize animals **due to lack of homes**.

These decisions are an extremely stressful, heartbreaking part of our job responsibility. Individuals who cannot support humane euthanasia should not join CCDAS volunteer program. Volunteers with questions or concerns regarding the disposition of any animal at CCDAS should speak with the Volunteer Coordinator. Under no circumstances may any volunteer disparage a staff member over euthanasia decisions, doing so is cause for immediate dismissal from the volunteer program.

Every community member has the ability to change the lives of the homeless animals and the responsibility to do so. You can help by:

- Educating your friends and family on the problem of pet overpopulation.
- Understanding and accepting the nature of the lifetime commitment you are making to an animal when you bring it into your home.
- Adopting your next pet and encouraging others to do so as well.
- Spaying and neutering your pets and teaching others the importance of this easy step to preventing unwanted litters.
- Encouraging your federal, state, and local governments to pass laws protecting all animals.
- Supporting your local shelter through membership, volunteering and financial contributions.

3.11 ADOPTION POLICY (200-02)

All potential adopters must complete an adoption application. The approval of the application is necessary before anyone is permitted to adopt. This includes permission from their landlord.

CCDAS will not adopt to persons who have unvaccinated or unlicensed pets.

3.12 WHAT KIND OF PETS CAN I ADOPT?

CCDAS handles a wide variety of domestic animals in addition to dogs and cats. These include: rats, snakes, rabbits, guinea pigs, hamsters, birds, goats, chickens, sheep, ducks, and horses along with other livestock. Occasionally CCDAS also receives exotic animals.

As a CCDAS volunteer, you must follow the adoption procedure as any other public person would do. CCDAS will not hold any animal for a volunteer as adoption is on a first come first served basis. CCDAS respectfully asks that if you choose to adopt from us that you do so at a time when you are not volunteering.

3.13 CUSTOMER SERVICE EXPECTATIONS

Volunteers are considered shelter ambassadors just like paid staff, so how you conduct yourself while in view of the public is very important. Be friendly. Smile. Say hello. If you look grouchy or as though you're having a bad day, our guests may perceive this as a manner in which we treat our animals. Ask a guest if they need assistance and help direct them where they need to go.

Please leave pet counseling and advice to our experienced staff. The staff has access to each pet's medical & behavior profile. While you may have the best of intentions, your personal opinion

may not serve in the best interest of an adoptor or the pet.

Be mindful of the privacy of our guests. Refrain from joining in on conversations staff is having with them. Many of these conversations are of a very private or sensitive nature.

4. VOLUNTEER OPPORTUNITIES

Following is a current list of volunteer job descriptions. As new positions are created, they will be posted on the volunteer bulletin board. Volunteers are asked to remain in their assigned work area during their shift.

4.1 Title: Fluff & Buff Team (Dog Bathing/Grooming)

Job Description:

To bathe the dogs in the adoption kennel in the morning before the shelter opens to the public for adoptions. To aid the shelter staff in bathing the adopted dogs before their scheduled spay/neuter surgery or their appearance on Happy Tails TV show.

Qualifications:

Minimum age requirement is 18 yrs. old. You must be capable of lifting up to 20 lbs unassisted. Must possess a good understanding of basic dog behaviors and be able to read the body language of the dog.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 1/2 hours
Interview with Volunteer Coordinator and Senior Shelter Technician
Supervised on-the-job training with Volunteer Coordinator or Senior Shelter Technician

Required Hours of Operation:

Monday to Saturday
11:00 am to 4:00 pm

You must be able to work one 2 hour shift each week with a minimum commitment of 3 months. You will be responsible to work one scheduled day per week and the expectations for you would be to work that scheduled shift each week.

Dress Code:

Close toed rubber sole shoes or boots that are water resistant and slip resistant. DAS volunteer t-shirt, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Senior Shelter Technician.

4.2 Title: Pawpurrazzi (Pet of the Week Photographer)

Job Description:

To take pictures of the shelter animals chosen by DAS staff for pet of the week that are published in local newspapers, magazines and posted on web sites.

Qualifications:

Minimum age requirement is 16 yrs. old. You must be able to operate a digital camera and have the knowledge of how to e-mail the pictures.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 1/2 hours
Attend canine handling class 2 ½ hours
Attend feline handling class 1 hour
Interview with Volunteer Coordinator
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Tuesday, Wednesday or Thursday

10:00 am to 6:00 pm

You must be able to work one 2 hour shift each week with a minimum commitment of 3 months. You will be responsible to work one scheduled day per week and the expectations for you would be to work that scheduled shift each week.

Dress Code:

Close toed shoes or boots. DAS volunteer t-shirt, name badge and walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Sr. Shelter Tech.

4.3 Title: Adoption Support Counselor

Job Description:

To make follow-up calls to adopters and to answer questions regarding basic animal behavior issues and to offer support and information needed for basic training issues the adopter may have. All medical questions would be referred to the adopter's veterinarian. To assist the Adoption Counselor with potential adopters in filling out the adoption application and explaining the adoption process to them.

Qualifications:

Minimum age requirement is 18 yrs. old. You must have a good basic understanding of animal behavior and knowledge of basic training techniques for either dogs or cats. You must have good phone etiquette skills and good people skills.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator
Attend canine handling class 2 ½ hours
Attend feline handling class 1 hour
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Shifts to be scheduled Monday through Saturday

10:00 am to 12:00 pm
12:00 pm to 2:00 pm
2:00 pm to 4:00 pm
4:00 pm to 6:00 pm

You must be able to work one 2 hour shift each week. You will be responsible to work one scheduled day per week and the expectations for you would be to work that scheduled shift each week.

Dress Code:

DAS volunteer t-shirt and name badge. Close toed shoes, long pants or walking length shorts (no more than 2 inches above the knee in length). Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Sr Shelter Tech.

4.4 Title: DAS Advisory Board Committee

Job Description:

The Board makes recommendations to the Board of Collier County Commissioners (BCC) on programs, services, classes and special events that will further assist DAS in providing the best possible service to the community. The Board may also analyze and review construction and improvements to DAS facilities for which they shall make recommendations to the BCC regarding such facilities.

Appointment and Composition:

The Advisory Board is composed of 7 members, with experiences including, but not limited to the following: a. one (1) Collier County Humane Society representative; b. one (1) Veterinarian or Veterinarian Technician; c. one (1) County Law Enforcement representative; d. one (1) citizen in the pet retail, boarding or grooming industry; e. one (1) representative from an animal rights group based in Collier County; and f. two (2) citizens at large.

Requirements:

Complete a DAS Volunteer Application

Complete a Collier County Advisory Board Application and submit to BCC

Board members shall be appointed and serve at the pleasure of the BCC

Board members must be permanent residents and electors of Collier County

Appointment of Board members shall be by resolution of the BCC, which resolution shall set forth the date of appointment and the term of office.

The conduct of all meetings of the Board shall be in accordance with the *Government in the Sunshine Manual* and *Roberts Rules of Order*.

Terms of Office:

The initial terms of office of the Board shall be as follows:

1. Three (3) members shall serve a term of four (4) years.
2. Two (2) members shall serve a term of three (3) years.
3. Two (2) members shall serve a term of two (2) years.

Thereafter, each appointment or reappointment shall be for a term of four (4) years. All appointments shall be in accordance with Collier County Ordinance No. 2001-55, the Collier County General Advisory Boards' Ordinance, as it may be amended or by its successor ordinance.

Attendance Requirements; Termination from Office

Any member of the Board may be removed from Office, with or without cause, by a majority vote of the BCC. Board member attendance requirements, including failure to attend meetings and removal from office are governed by Collier County Ordinance No. 2001-55, as it may be amended or by its successor ordinance. The Board shall hold meetings monthly, unless otherwise stated.

4.5 Title: Feline Friend (Cat Socialization)

Job Description:

Sit and socialize with cats in adoption by handling, grooming and playing with them to make him/her more comfortable with being handled and being around people. Monitor cat behavior in room and notify shelter staff when cats are not acting appropriately with other cats and people.

Qualifications:

Must possess a good understanding of cats and cat behavior. Must have the knowledge of cat body language and how to read it. You must be capable of lifting up to 10 lbs unassisted.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 1/2 hours
Interview with Volunteer Coordinator
Attend Feline Handling Class 1 hour
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Monday through Saturday
9:30 am to 6:00 pm

You may socialize with the cats anytime during the above mentioned hours maintaining a minimum of 6 hours per month with a minimum commitment of 3 months.

Dress Code:

Close toed shoes, DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Shelter Staff.

4.6 Title: The Pit Crew

Job Description:

To handle and walk the bully breed dogs brought to the Pit Crew off-site adoption events. Promote responsible pet ownership through education on the various dog bully breeds. Communicate DAS mission and the mission of the Pit Crew in the community.

Qualifications:

Minimum age requirement is 16 yrs old. Must possess good dog handling skills and have an excellent knowledge of the body language of the dog. Must have a good understanding of the various dogs that are considered bully breeds. Must have the ability to represent DAS in a positive & knowledgeable manner at all off-site adoption events.

Training:

Complete Volunteer Application

Attend Volunteer Orientation including shelter tour: 2 ½ hours

Interview with Volunteer Coordinator or Pit Crew Team Leader

Attend Canine Handling Class 2 ½ hours

Complete 25 recorded hours of volunteering in dog adoption kennel

Supervised on-the-job training with Volunteer Coordinator or Pit Crew Team Lead

Required Hours of Operation:

Time, date and hours of the Pit Crew events will vary from month to month and location to location.

You may participate at anytime during the Pit Crew event and at any location, maintaining a minimum stay of 2 hours per event.

Dress Code:

DAS Pit Crew volunteer t-shirt and name badge. Close toed shoes, long pants or walking length shorts (no more than 2 inches above the knee in length). Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Pit Crew Team Lead.

4.7 Title: Happy Tails TV Show

Job Description:

Assist the shelter staff in preparation of the animals through bathing, brushing, placing bandanas on the dogs, and handling the dogs from the adoption kennel to the TV set then back to the kennel. Placing cats in travel crates and assisting with the handling of to and from their crates during the filming process of the show.

Qualifications:

Must possess a good understanding of both dog and cat behavior. You must be capable of retrieving dogs from their kennels and placing them back into their kennels after their appearance on the show unassisted.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Attend Canine Handling Class 2 ½ hours
Attend Feline Handling Class 1 hour
Interview with Volunteer Coordinator
Supervised on-the-job training with Volunteer Coordinator or trained DAS Volunteer

Required Hours of Operation:

Wednesday, 9:30 am to 11:00 am

The filming of Happy Tails TV Show happens on a bi-weekly basis.

Dress Code:

DAS volunteer t-shirt and name badge. Close toed shoes, long pants or walking length shorts (no more than 2 inches above the knee in length). Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Shelter Staff.

4.8 Title: Pooch Pal (Dog Walker)

Job Description:

To walk the dogs in the adoption kennel giving them much needed attention and exercise throughout the day. To play with the dogs with approved toys and assist the shelter's Kennel Techs in the housekeeping of the dog's kennels, cleaning them when necessary.

Qualifications:

Minimum age requirement is 15 yrs. old. Must possess a good understanding of basic dog behaviors and be able to read the body language of the dog.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator
View canine body language training video: 1 ½ hours
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Monday through Saturday
11:00 am to 6:00 pm

You may walk the dogs anytime during the above mention hours maintaining a minimum of 10 hours per month with a minimum commitment of 3 months.

Dress Code:

Close toed rubber sole shoes or boots that are water resistant and slip resistant. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Shelter Staff.

4.9 Title: Traveling Companion (Off Site Adoption Events)

Job Description:

To transport, handle & walk the animals at various offsite business locations. Promote responsible pet ownership through educating the potential adopters, communicating DAS mission in the community.

Qualifications:

Minimum age requirement is 18 yrs. old. Must possess good dog handling skills and have understanding of basic dog behaviors and be able to read the body language of the dog. Have good verbal communication, people skills, and a positive attitude and enjoy working with the public.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator
View canine body language training video: 1 ½ hours
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Time, date and hours of the offsite business locations will vary from month to month and location to location.

You may participate at anytime during the regular business hours of the shelter at any business location accepting animals.

Dress Code:

Close toed rubber sole shoes. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Public Services Specialist.

4.10 Title: Party Animal (Fundraising)

Job Description:

To actively seek out potential sponsorships and monetary donors of planned events. To assist staff in procuring needed raffle items and equipment for the planned events. Support DAS mission in the community.

Qualifications:

Minimum age requirement is 18 yrs. old. Must have good verbal communication, people skills, organizational skills, and a positive attitude and enjoy working with the public. Experience in fundraising a plus, must have the ability to travel to different locations within Collier County to meet with potential sponsors and donors.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator or Public Information Specialist
Supervised on-the-job training with Volunteer Coordinator or Public Information Specialist

Required Hours of Operation:

Time, date and hours of the planned events will vary from month to month and location to location.

You may choose to fundraise for any planned event of DAS. Once you begin an event, the expectations would be for you to continue with the event until it is completed.

Dress Code:

Close toed rubber sole shoes. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Public Information Specialist.

4.11 Title: Disaster Animal Response Team (DART)

Job Description:

To become effective responders to assist safely in animal relief effort in an emergency. To encourage the development of local resources capable of assisting local emergency management in issues of animal protection in disasters.

Qualifications:

Minimum age requirement is 18 yrs. old. You must have a good basic understanding of animal behavior and knowledge of basic training techniques for either dogs or cats. Have the ability of travel on a short time notice and own personal protection equipment (PPE) that also contains enough supplies for you for a 72 hour time frame. Must be able to think on your feet and work well under stressful situations in the field. Must have personal and family emergency preparedness plan in place that includes the care of your owned animal(s).

Training:

Complete Volunteer Application

Complete DART Application

Attend DAS Volunteer Orientation including shelter tour: 2 ½ hours

Interview with Volunteer Coordinator

Attend canine handling class 2 ½ hours

Attend feline handling class 1 hour

Attend and receive a certificate of completion for one of the following: Humane Society of the United States DART training, 2 ½ days or American Humane Basic Animal Emergency Services Training, 2 days or FL State Animal Response Coalition Awareness Level Small Animal Emergency Sheltering, 1 day course

Completion of the following online FEMA courses: IS-010, IS-011, IS-100.b, IS 111.a, IS-200.b, IS-700.a Must have a certificate of completion for each FEMA course.

Attend and receive a certificate of completion for Pet First Aid course & CPR/AED First Aid course

Required Hours of Operation:

Operational times or being called for duty will vary. DART is responsible for the overall operation of Collier County's Pet Friendly Shelter and for assistance of other jurisdictional counties in the state of Florida when invited/called upon for assistance. Once called for duty and you report in for duty, you will be expected to remain active in the role given to you until released by the Incident Commander.

Dress Code:

DART volunteer t-shirt & ID badge. Close toed water resistant shoes or water resistant boots, long pants or walking length shorts (no more than 2 inches above the knee in length). Minimum jewelry. Personal Protection Equipment.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by the Incident Command System (ICS), Incident Commander

4.12 Title: Animal Rescue Coordinator

Job Description:

To assist shelter staff with the placement of staff selected animals to non-profit 501 (C) 3 animal rescue organizations. Communicate with animal rescue groups the availability of the selected animals for placement within their rescue. Coordinate with the animal rescues time of pick up for the animal at the shelter.

Qualifications:

Minimum age requirement is 18 yrs. old. Must have knowledge of local and national non-profit animal rescues organizations and the ability to communicate with them via telephone or by e-mail. Must have good communications skills, phone skills, and know how to operate a camera and e-mail pictures.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator & Sr Shelter Tech
Supervised on-the-job training with Volunteer Coordinator & Sr. Shelter Tech.

Required Hours of Operation:

To view shelter animals selected for rescue by appointment only:
Monday through Saturday
9:00 am to 5:00 pm

* All shifts should be pre-arranged with the Sr. Shelter Tech

Dress Code:

Close toed rubber sole shoes or boots. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Sr. Shelter Tech.

4.13 Title: Office Wizard (Clerical Assistant)

Job Description:

To assist shelter staff in clerical functions throughout the shelter. This may include: typing, filing, copying, mailing, phone calling, adoption packets, preparing for an upcoming DAS event.

Qualifications:

Minimum age requirement is 15 yrs. old. Must have good written, oral and organizational skills. Knowledge in the operation of the following office equipment: computer, copy machine, multi-line telephone and fax machine.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator
Supervised on-the-job training with Volunteer Coordinator and Shelter Staff

Required Hours of Operation:

Monday through Saturday
9:30 am to 6:00 pm

You must maintain a minimum of 6 hours per month with a minimum commitment of 3 months.

Dress Code:

Close toed rubber sole shoes or boots. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Shelter Staff.

4.14 Title: Special Events

Job Description:

To assist the shelter staff at planned events on the shelter property or off the shelter property at various locations throughout Collier and Lee Counties. This could include working with the public and answering questions pertaining to the DAS shelter and the animals currently at the shelter.

Qualifications:

Minimum age requirement is 16 yrs. old. Must have the ability of travel to and from the various locations of the planned events with no assistance from the shelter staff. Have good verbal and written communication skills. Must enjoy working with the public.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 ½ hours
Interview with Volunteer Coordinator
Supervised on-the-job training with Volunteer Coordinator

Required Hours of Operation:

Hours and times of the events will vary. This may include day, evening and weekends.

The expectation would be for you to remain at the event for the entire time you are scheduled at the event.

Dress Code:

Close toed rubber sole shoes or boots. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Shelter Staff.

4.15 Title: Tikes N' Tails & Leash N' Learn (Community Outreach Program)

Job Description:

To work with DAS shelter staff at various locations in Collier County with giving presentations to private clubs, school age children, homeowners associations, business associations and private schools on many different animal-related topics. To uphold DAS mission statement and our role in the community. This may include fingerprinting and a back ground check done by Collier County Human Resources Department.

Qualifications:

Must possess good verbal skills and have the ability to speak in front of various size groups and various age groups of people. Have some knowledge of animal behavior and the ability to do research on many animal-related topics and must have good knowledge of the animal ordinances in Collier County.

Training:

Complete Volunteer Application
Attend Volunteer Orientation including shelter tour: 2 1/2 hours
Interview with Volunteer Coordinator
Attend canine handling class 2 1/2 hours
Attend feline handling class 1 hour
Supervised on-the-job training with Volunteer Coordinator and DAS shelter staff

Required Hours of Operation:

Hours and times of the presentations will vary. This may include day, evening and weekends.

Dress Code:

Close toed shoes, DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by DAS Shelter Staff.

4.16 Title: Boomerang Gang

Job Description:

To assist CCDAS staff in returning lost animals to their owners; matching animals at the facility to the animals reported missing in the lost binder book.

Qualifications:

Minimum age requirement is 18 yrs old. You must have good basic knowledge of the different dog & cat breeds. You must have good phone etiquette skills and good people skills. Must have the ability to walk moderate distances, stand on your feet for various amount of time, no sensitivity to dog barking and not allergic to cats.

Training:

Complete Volunteer Application

Attend Volunteer Orientation including shelter tour: 2 ½ hours

Interview with Volunteer Coordinator & Sr Shelter Tech

Attend canine handling class 2 ½ hours

Attend feline handling class 1 hour

Supervised on the job training with Volunteer Coordinator or Sr. Shelter Tech

Required Hours of Operation:

Monday to Saturday

10 am to 4 pm

Dress Code:

Close toed rubber sole shoes or boots. DAS volunteer t-shirt, name badge, walking length shorts (no more than two inches above the knee in length) or long pants. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Sr. Shelter Tech.

4.17 Title: Clinic Assistant

Job Description:

To assist veterinarian and vet tech in the shelter clinic. This may include: typing, filing, copying, mailing, phone calling, cleaning cages in clinic area, walking dogs, holding cats, preparing surgical drape & sweeping, mopping clinic floors.

Qualifications:

Minimum age requirement is 18 yrs. old. Must have good written, oral and organizational skills. Knowledge in the operation of the following office equipment: computer, copy machine, multi-line telephone and fax machine. Knowledge of basic veterinarian medical terminology. Have on record a minimum of 50 recorded volunteer hours volunteering in the adoption dog kennel & adoption cat rooms.

Background Check Required: Yes

Fingerprinting Required: Yes

Training:

Complete Volunteer Application

Attend Volunteer Orientation including shelter tour: 2 ½ hours

Interview with Volunteer Coordinator & DAS Veterinarian

Attend canine handling class: 1 ½ hours

Attend feline handling class: 1 hour

Supervised on-the-job training with Veterinarian & Vet Tech

Required Hours of Operation:

Monday through Friday

8:00 am to 4:00 pm

You must maintain a minimum of 30 hours per month with a minimum commitment of 6 months. You will receive a dedicated day/time schedule that must be adhered to.

Dress Code:

Close toed rubber sole shoes or boots. DAS volunteer t-shirt, name badge, long pants of a kaki color. Minimum jewelry.

Supervision:

Direct supervision by Volunteer Coordinator; Indirect supervision by Veterinarian & Vet Tech.