

COLLIER COUNTY



Volunteer Handbook

7610 Davis Blvd Naples FL 34104
239-252-7387

www.collierpets.com

facebook.com/CollierDAS

Revised April 2020

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 (DAS). You will then be able to participate in the scheduled volunteer training classes of DAS.

TABLE OF CONTENTS

1. INTRODUCTION

- 1.1 ABOUT US
- 1.2 DAS MISSION STATEMENT
- 1.3 DAS VOLUNTEER MISSION STATEMENT
- 1.4 HOURS OF OPERATION
- 1.5 DAS ORGANIZATIONAL CHART
- 1.6 DAS ADVISORY BOARD

2. VOLUNTEER CONDUCT

- 2.1 ATTENDANCE AND PUNCTUALITY
- 2.2 DRESS CODE
- 2.3 DRUG AND ALCOHOL USE
- 2.4 LOSS OR THEFT OF PROPERTY OR MONEY
- 2.5 VOLUNTEER COMPLIANCE
- 2.6 VOLUNTEER-AT-WILL STATUS
- 2.7 VOLUNTEER FRIENDS AND FAMILY
- 2.8 NON-DISCRIMINATION OF VOLUNTEERS
- 2.9 PROHIBITED CONDUCT
- 2.10 SOCIAL MEDIA

3. GENERAL INFORMATION

- 3.1 AGE REQUIRMENTS
- 3.2 VOLUNTEER ORIENTATION AND TRAINING
- 3.3 COMMUNICATIONS
- 3.4 ESSENTIAL CAPABILITIES OF VOLUNTEERS
- 3.5 INMATE WORK PROGRAM
- 3.6 REPORTING INJURIES
- 3.7 CLAIMING A LOST PET
- 3.8 STRAY ANIMALS
- 3.9 OWNER SURRENDERED ANIMALS
- 3.10 EUTHANASIA
- 3.11 ADOPTION POLICY
- 3.12 WHAT KIND OF ANIMALS CAN I ADOPT?
- 3.13 CUSTOMER SERVICE EXPECTATIONS

4. VOLUNTEER OPPORTUNITIES

- 4.1 GROOMING
- 4.2 PAWPURRAZZI
- 4.3 ADOPTION SUPPORT COUNSELOR
- 4.4 DAS ADVISORY BOARD COMMITTEE
- 4.5 FELINE FRIEND
- 4.6 HANDYMAN
- 4.7 HAPPY TAILS TV SHOW
- 4.8 POOCH PAL
- 4.9 TRAVELING COMPANION
- 4.10 FUNDRAISING/EVENT PLANNING
- 4.11 DISASTER ANIMAL RESPONSE TEAM (DART)
- 4.12 CLERICAL
- 4.13 SPECIAL EVENTS
- 4.14 COMMUNITY OUTREACH
- 4.15 LOST & FOUND
- 4.16 VET CLINIC ASSISTANT

1. INTRODUCTION

Thank you for giving the animals of DAS your very valuable time as a volunteer. DAS is truly grateful for your help; 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 within Collier County Government.

1.1. ABOUT US

Collier County Domestic Animal Services (DAS) is a division within the Public Services Department of the Collier government. DAS is responsible for servicing a territory of over 2000 square miles. This area includes Ave Maria, Naples, Marco Island, Everglades and the Immokalee area. DAS 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, violations of state and county ordinances, inspections of pet shops, stables, animal exhibits and groomers, poisonous snake calls, and injured wildlife calls when The Conservancy is unavailable. In addition, DAS also maintains the county's pet licensing program, adoption program, volunteer program and Collier County Pet Friendly Shelter.

1.2. DOMESTIC ANIMAL SERVICES MISSION STATEMENT

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

1.3. VOLUNTEER MISSION STATEMENT

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

1.4. HOURS OF OPERATION

BUSINESS HOURS

MONDAY through SATURDAY

10:00 AM TO 6:00 PM

ADOPTION HOURS

MONDAY through SATURDAY

10:00 AM TO 6:00 P.M.

SUNDAY 12:00 P.M. to 4:00 P.M.

The shelter is closed to the public 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

**Volunteering will be suspended once a tropical storm warning or hurricane warning has been issued. This excludes DART volunteers.*

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

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

1.5. DOMESTIC ANIMAL SERVICES ORGANIZATIONAL CHART

1.6. DOMESTIC ANIMAL SERVICES ADVISORY BOARD

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.

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

Daniel Rheaume
Citizen at Large

Dr. Michael L. Gordon, DVM
Veterinarian

Mary Baker
Pet Retail Business

Marjorie Bloom
Citizen at Large (DAS Volunteer)

Cpl. James Spartz
Collier County Sherriff

Jim Rich
Rep from Animal Rights Group

Sarah Baeckler Davis
Humane Society Naples Rep

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 DAS. In case of an accident, this is the only proof you were working when the incident occurred.

Volunteers that are inactive with no recorded hours for 6 consecutive months will be deactivated from the Domestic Animal Services volunteer program. Once a volunteer is deactivated they must pay the reactivation fee and complete any required training before they can return as a DAS active volunteer.

If your name is removed from the volunteer kiosk, you must speak to the Volunteer Coordinator prior to volunteering.

2.2. DRESS CODE

All volunteers that have completed the required orientation and training will receive one DAS volunteer t-shirt upon arrival for their first scheduled shift. You must wear your DAS volunteer t-shirt every time you volunteer at the shelter or at a scheduled special event. This is non-negotiable. The DAS volunteer t-shirt identifies you as a DAS volunteer to staff members and the public.

When volunteering at the shelter, wear washable clothing as you will get wet, dirty and covered with 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 (unless industrial crocs and approved by the Volunteer Coordinator) or open heeled shoes will be permitted. This is for the safety of the volunteers.

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. Volunteer specific hats are available for purchase for \$5.00.

2.3. DRUG AND ALCOHOL USE (CMA 5312)

Being under the influence of a drug or alcohol while volunteering for DAS 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 DAS 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 sent home and 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 DAS policies and procedures, as outlined in this manual. There will be periodic training meetings and emails to keep volunteers updated and current on the regulations. In the event a volunteer chooses not to adhere to the policies and procedures DAS reserves the right to terminate his/or her volunteer privileges at any time.

The following are restricted areas in which no volunteers are allowed unless escorted by a DAS 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 DAS 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. DAS 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, DAS staff or a member of the public while representing DAS 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 DAS 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 DAS function under the influence of alcohol or an illegal drug.
- Engaging in sexual harassment.
- Possessing weapons at any DAS function.

- Sleeping at a DAS event/function.
- Failure to comply with safety practices and norms or jeopardizing the health, safety, and 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 and distributing or discussing such information with other individuals.
- Behavior toward fellow volunteer members, DAS 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, DAS staff or the public.
- Conviction of a felony or any heinous crime.
- Any instance of personal dishonesty.
- Violating any federal, state, or 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 outlined in this handbook or other training classes you attended or emails you receive, you will be counseled up to and including termination. If there is a repeat offense, the Volunteer Coordinator, Shelter Operations 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

DAS discourages volunteers from posting disparaging, defamatory, or untruthful statements about the shelter and business relations and practices. As a volunteer with DAS you should avoid social media communications that might be misconstrued in a way that could damage the shelter's goodwill and business reputation, even indirectly. Violations may result in immediate termination from the volunteer program.

If you choose to identify yourself as a volunteer of DAS or discuss matters related to DAS on the web, many readers will assume you are speaking on behalf of DAS. 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 DAS views. To help reduce potential for confusion, DAS 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 DAS.

- Respect the fact that DAS deals with confidential and sensitive matters.
- No details should be released regarding any animal that is not available for adoption.
- No details should be released regarding any owner or potential owner of any animal.
- Do not post pictures of guests or adopters on your personal or volunteer pages without their permission.
- 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 DAS, staff members, volunteers, guests and other humane organizations.
- Understand and comply when DAS asks that topics not be discussed for confidentiality or legal reasons.
- If you don't want to friend DAS staff members, volunteers, guests and other humane groups on social networking sites, do not feel pressured to.

The following are guidelines DAS 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.
- Refrain from personal phone calls and texting while volunteering and working with animals.

3. GENERAL INFORMATION

3.1 AGE REQUIREMENT

The minimum age requirement to become a DAS volunteer is 18 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 DAS event.

Volunteers who wish to work directly with shelter animals will need to take either a dog

handling class or a cat handling class. Volunteers only need to take the applicable handling class for the species of animals they wish to work with.

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. Your first line of communication attempt should always be the Volunteer Coordinator. 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 (DAS), most of which are fulfilled by volunteers who work with animals. To safely and effectively serve as a volunteer at DAS, 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 DAS, 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 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 (sometimes as large as over 100 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, urine 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 ability to effectively read and speak the English language.
- Possess problem-solving capabilities.
- Ability to observe and evaluate responses 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 (DAS) 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 DAS.

3.5 INMATE WORK PROGRAM

It is the policy of DAS 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 Animal Care Specialist) will enter a building where the inmates are working.
- DAS 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 Animal Care Specialists as soon as possible.
- DAS 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 DAS 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 an inmate, they are to notify one of the Senior Animal Care Specialists as soon as possible.
- If any staff or 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 the Volunteer Coordinator or a DAS staff member if the Volunteer Coordinator is not on duty. 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 DAS volunteers coverage under Workers Compensation. No compensation is provided for lost wages.

Volunteers who are injured while volunteering will be required to watch bite prevention and animal behavior videos if they receive more than one injury to help minimize the potential for future injuries. Volunteers who fail to follow safe animal handling or who receive more than one injury while volunteering will receive coaching, counseling, on up to termination.

3.7 CLAIMING A LOST PET

Owners seeking to claim a pet will be asked to register their lost pet into our Chameleon Database. Upon entering the information on the lost pet into the database, the owners will be escorted by a DAS 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 will be micro-chipped and have a 1-year Collier County license upon their return to their owner.

3.8 STRAY ANIMALS

DAS receives many animals each year. The total intake for animals in the fiscal year 2019 year was over 4800. 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 flea prevention is placed on them for fleas and ticks.

The holding time frame for stray animals per Collier County Animal Control Ordinance is 120 hours. During the holding time frame a behavioral assessment is done on all animals. This is to ensure they are adoption candidates and do not have any behavioral/aggression issues that may potentially harm another animal or human.

DAS 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/or by phone. At the end of the 120 hours if the animal is not claimed it becomes DAS property.

The 120-hour hold only applies to stray animals surrendered to DAS. This does not apply to private citizens who find stray animals and keep them in their homes. They are subject to state statute for found property.

3.9 OWNER SURRENDERED ANIMALS

DAS accepts owned animals from Collier County residents. An appointment must be made prior to surrendering the pet. Collier County residents surrendering their pets must pay a ten-dollar \$10.00 surrender fee. Animals may be accepted from Non-Collier County residents with approval from the Director and is subject to a \$100.00 surrender fee. Once the surrender form is signed by the pet owner the animal becomes the property of DAS. The animal(s) are then evaluated for potential adoption placement.

Owners who surrender animals that are aggressive, terminally ill, or unadoptable may surrender their animals for humane euthanasia and pay the applicable fees.

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

3.10 EUTHANASIA

Much energy, love, time and veterinary care is devoted to animals at the shelter and DAS staff is committed to give the best possible care to each animal under their care.

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

DAS humanely euthanizes an animal that we know to be seriously sick or injured and beyond our limited capabilities to provide care.

DAS humanely may euthanize any animals that we know to be dangerously aggressive toward people, animals, or unfit to be made available for adoption.

These decisions are an extremely stressful, heartbreaking part of our job responsibility. Individuals who cannot support humane euthanasia should not join the DAS volunteer program. Volunteers with questions or concerns regarding the disposition of any animal at DAS should speak with the Volunteer Coordinator. **Under no circumstances may any volunteer question a staff member over a euthanasia decision or make comments on any social media platform; 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 prevent 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

All potential adopters must complete an adoption application. The approval of the application is necessary before anyone is permitted to socialize with a shelter animal. Once a potential adopter is approved, they will be provided with an approval card and may meet any of our adoptable animals. Potential adopters must have their approval cards before meeting with any adoptable animals. If they do not have it readily available, they must get a replacement card from the front desk. Approval cards are valid for 30 days.

DAS checks the following when approving every adoption application:

- Animals at home licensed and vaccinated
- DAS database for animal control violations and citations
- Animal surrender history to DAS
- Property appraiser website for ownership/landlord approval
- Approval from parents if live at home
- Collier County arrest records
- Clerk of Courts website

These searches take time but help us place our adoptable animals in the best possible homes.

Adoptions will only be processed and finalized if the adopter has the kennel card for the animal they are interested in adopting. This minimizes the risk of two-different adopters trying to adopt the same animal at the same time. It is important to ALWAYS take the kennel card into the play yards or socialization rooms when meeting with a potential adopter.

3.12 WHAT KIND OF PETS CAN I ADOPT?

DAS 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 DAS also receives exotic animals.

As a DAS volunteer, you must follow the adoption procedure, as any other public person would do. DAS will not hold any animal for a volunteer as adoption is on a first come first adopt basis. DAS 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 adopter or the pet.

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

4. VOLUNTEER OPPORTUNITIES

The following is a current list of volunteer job descriptions. All job placements require a minimum of Volunteer orientation and shelter tour attendance and an approved volunteer application on file.

4.1 Title: Grooming

Job Description:

To bathe dogs that are the property of DAS to help aid their adoptability. To aid the shelter staff in bathing the adopted dogs before their scheduled spay/neuter surgery, before their appearance on Happy Tails TV show, or prior to off-site events.

Qualifications:

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:

Attend Dog Handling Class: 2 ½ hours

4.2 Title: Pawpurrazzi (Photographer)

Job Description:

To take pictures of the shelter animals to post online and for pet of the week that are published in local newspapers, magazines and posted on web sites.

Qualifications:

You must possess a camera and have the knowledge of how to e-mail the pictures.

Training:

Attend Dog Handling Class: 2 ½ hours

Attend Cat Handling Class: 2 hours

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:

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:

Attend Dog Handling Class: 2 ½ hours

Attend Cat Handling Class: 2 hours

Supervised on-the-job training with Volunteer Coordinator

4.4 Title: DAS Advisory Board Committee

Job Description:

The Advisory 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 Advisory Board may also analyze and review construction and improvements to DAS facilities for which they shall make recommendations to the BCC regarding such facilities.

Requirements:

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:

Attend Feline Handling Class 2 hour

Complete 1 hour online tutorial on cat behavior and pass subsequent quiz

Supervised on-the-job training with Volunteer Coordinator

4.6 Title: Handyman**Job Description:**

To fix & repair Kuranda dog beds, painting of kennels, rooms & exterior of buildings. Maintain various items and or products for safe working order.

Qualifications:

Must have a skill set of various hand tools and their usage . The ability to work under various conditions to include the outdoor elements. Must be able to lift 25 lbs unassisted.

Training:

Interview with Volunteer Coordinator

Supervised on-the-job training with DAS Staff members

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:

Completed Feline Handling Class and subsequent online training quiz

Completed Pooch Pal Handling Class

4.8 Title: Pooch Pal (Dog Walker)

Job Description:

To walk and socialize 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 Animal Care Specialists in the housekeeping of the dog's kennels, cleaning them when necessary.

Training:

Complete Dog Handling Class (2.5 hours)

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

4.9 Title: 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 the DAS mission in the community.

Qualifications:

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 Dog Handling Class (2.5 hours)

4.10 Title: Fundraising & Event Planning

Job Description:

Assist in event planning and 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:

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:

Interview with Volunteer Coordinator or Public Information Specialist

Supervised on-the-job training with Volunteer Coordinator or Public Information Specialist

4.11 Title: Disaster Animal Response Team (DART)

Job Description:

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

Qualifications:

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 DART Application

Completed Feline Handling Class and subsequent online training quiz

Completed Pooch Pal Handling Class

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: Office Work

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:

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:

Interview with Volunteer Coordinator

Supervised on-the-job training with Volunteer Coordinator and Shelter Staff

4.13 Title: Special Events

Job Description:

To assist the shelter staff at planned events on shelter property or off site 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:

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:

Completed Pooch Pal Handling Class

4.14 Title: Community Outreach

Job Description:

To assist DAS shelter staff at various locations in Collier County by with 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 background 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:

Completed Feline Handling Class and subsequent online training quiz
Completed Pooch Pal Handling Class
Supervised on-the-job training with Volunteer Coordinator and DAS shelter staff

4.15 Title: Lost & Found**Job Description:**

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

Qualifications:

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.

Background Check Required: Yes

Fingerprinting Required: Yes

Training:

Completed Feline Handling Class and subsequent online training quiz
Completed Pooch Pal Handling Class
Supervised on the job training with Volunteer Coordinator or Senior Animal Care Specialist

4.16 Title: Vet 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:

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 a minimum of 50 recorded volunteer hours volunteering in the adoption dog kennel & adoption cat rooms.

Background Check Required: Yes

Fingerprinting Required: Yes

Training:

Interview with Volunteer Coordinator & DAS Veterinarian

Completed Feline Handling Class and subsequent online training quiz

Completed Pooch Pal Handling Class

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