

Citrus COUNTY ANIMAL SERVICES

VOLUNTEER POLICIES & PROCEDURES



TIME COMMITMENT & ATTENDANCE

In order to maximize the benefits of time and effort spent in training and cultivating the skills of our volunteers, we ask that you make a commitment to volunteer for a minimum of 6 months. In addition, you will be asked to commit to a particular weekly shift and/or schedule in the program you are joining. The exceptions to this policy are fostering, events and office support.

If you are working in one of the programs that entails direct contact with the animals, we ask you to commit to 2 hours per week. The animals rely on you to show up and spend valuable “out of the kennel or cage” time with them. Please be sure you will be able to fulfill your commitment.

SIGN IN

All hours worked must be recorded on the sign-in sheet located at the volunteer sign-in area.

DRESS CODE

It is important that the staff and public know you are a volunteer, especially when you are taking a dog out of its kennel for a walk and a cat out of its cage to cuddle. A volunteer I.D. badge will be provided and must be worn at all times.

Closed-toe, rubber sole shoes are required; Long pants and long sleeve shirts are recommended when working with the animals.

OFF-LIMITS AREAS

Certain areas of the shelter are off-limits to volunteers for the purpose of disease control or an animal’s comfort. Volunteers are allowed only in the public areas. These areas include the cat and dog adoption areas and the front office.

Volunteers are not to enter areas marked “staff only.” In the upper kennels this includes the quarantine area and the center isle of the kennels. In the inner core this includes the animal prep area and the euthanasia room. In the lower kennels this includes the center isle of the kennels and the cat quarantine room. For your safety and that of the animals, do not handle any animals other than those already screened for health/temperament and are available for adoption. If a volunteer is found entering an off limits area it will be documented and the volunteer will be reminded of the importance of complying with this policy. Repeated failure to comply may result in the volunteer’s dismissal.

COMPANION ANIMALS AND GUESTS

For reasons of disease control, safety and the comfort of the animals in our care, volunteers are asked not to bring their own companion animals with them during their volunteer shift. Volunteers are not allowed to bring guests, animal or human, with them while they are volunteering.

NONDISCRIMINATION AND ANTI-HARASSMENT POLICY

It is the policy of Citrus County to provide a workplace that is free from discrimination and harassment, and one that promotes equal opportunity and equitable treatment. Any type of harassment or discrimination based on a person’s race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, disability and/or veteran status will not be tolerated.

Please report to the volunteer program manager all incidents of discrimination, harassment, and/or retaliation.

HANDLING ANIMALS IN THE SHELTERS

For everyone's safety, volunteers are not permitted to handle or walk any animal that has not been health and temperament tested. You must always check each animal's emancipation date before handling. If that animal's emancipation date has not been met, the animal is not the property of Citrus County; these animals may only be handled by county employees.

REMOVAL OF CITRUS COUNTY ANIMALS FROM THE SHELTERS

Under no circumstances should a volunteer remove an animal from the shelter. Removal of an animal from the shelter by a volunteer, without specific, written permission will be documented. Repeated violations may be cause for volunteer dismissal.

DRUG POLICY

Citrus County is committed to maintaining a drug-free workplace to promote both the quality of its services and the safety of the animals, its employees, volunteers, customers and the public. The County has a chemical dependence and impairment policy that strictly prohibits the use of drugs or alcohol and reporting to work under the influence drugs or alcohol. Any suspected incidence of use shall be reported. Violations of this policy will not be tolerated and may result in disciplinary action up to and including dismissal.

WORKPLACE VIOLENCE

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, co-workers, personal relations or other non-employees doing business for or with Citrus County will not be tolerated. Any incident of threat or acts of physical violence witnessed shall be reported.

WEAPONS

Animal Services employees and volunteers interact daily with the public. Accordingly, each employee and volunteer is expected to avoid any potentially volatile situation or confrontation, and contact the appropriate authority for assistance when necessary. In conjunction with the behavior expected of employees and volunteers, it is also the policy of Animal Service that the use, threatened use, or possession of a weapon by an employee or volunteer while in the performance of his/her official duties or while on County property **is strictly prohibited**. This provision shall not apply to persons carrying pepper spray in a personal handbag for personal protection while commuting to and from work. Violations will not be tolerated and may result in disciplinary action up to and including dismissal.

CONFIDENTIALITY

Volunteers may be entrusted with sensitive and confidential information while volunteering. Information relating to Citrus County Animal Services' employees, volunteers, customers, donors, field personnel, investigations and internal records with information nondisclosable by Washington state public disclosure law, is to be kept confidential. Volunteers are asked not to disclose or make any private use of such confidential information during their volunteer time at Citrus County Animal Services; doing so may result in dismissal of the volunteer.

DISCIPLINE

Volunteers who commit minor violations of policy and procedure and/or these guidelines will be verbally counseled in an effort to achieve acceptable compliance (minor violations could include dress code, off-limit areas, etc.). Serious violations (animal abuse; abusive, threatening, harassing behavior to staff or customers; possession of drugs or weapons; disclosure of confidential information, etc.) will not be tolerated and will result in the immediate dismissal of the volunteer.

VOLUNTEER DISMISSAL

Citrus County Animal Services reserves the discretion to terminate a volunteer's service if it is in the best interest of the organization and/or the volunteer. Possible grounds for termination include, but are not limited to: gross misconduct or insubordination; being under the influence of drugs or alcohol; theft of property or misuse of CCAS's equipment or materials; abuse or mistreatment of animals, staff or other volunteers; failure to adhere to the organizations policies and procedures; repeated entry into areas identified as "staff only;" failure to take direction from staff; failure to satisfactorily perform assigned duties; and behavior which is deemed detrimental to Citrus County Animal Services.

REPORTING PROCEDURES

If you are having a problem with the department or the program in which you are working, please speak to the

operations manager, staff veterinarian or the volunteer program manager. Most problems can be resolved, and any suggestions for improvement you may have are welcomed.

RESIGNATION PROCEDURES

Upon leaving the program for whatever reason, please contact the volunteer program manager. We want to personally thank you for your time, skills and commitment, and make certain you are not leaving because of any unresolved conflict we might be able to address.

I _____, acknowledge that I have read, understand, and agree to comply with the Volunteer Policies and Procedures for Citrus County Animal Services. I also understand that my failure to comply with any or all of the Volunteer Policies and Procedures may lead to my dismissal from their volunteer program..

Signature Date



**Citrus County Animal Services
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