



FAULKNER COUNTY
ANIMAL SHELTER

Volunteer Manual

Welcome Letter

Nick Davis

Faulkner County Animal Shelter Director

Dear Volunteer,

On behalf of the staff, and current volunteers at the Faulkner County Animal Shelter, we want to say welcome! We appreciate the time you are dedicating to us and feel honored that you are choosing to help the animals of Faulkner County by coming to FCAS!

We are a non-profit animal welfare shelter serving unincorporated Faulkner County and we strive to serve our community by providing a safe and healthy environment for animals while promoting animal welfare and education about responsible pet ownership. We could not meet our mission without the assistance and dedication from our volunteers. We hope that our different volunteer opportunities provide a fun and enriching time not only for our animals, but for you as well.

To be a volunteer at FCAS without a parent or legal guardian you must be at least 18 years of age. If you wish to volunteer and you are between the ages of 10-17 years old, a parent must accompany you in order to be able to volunteer with the animals. In this case, both the parent and child must fill out a volunteer application. After reviewing these pages, please complete the Volunteer Application/Waiver.

If you have any questions during your training or time at FCAS please do not hesitate to speak to a staff member or lead volunteer. We are here to help! We want to ensure a safe and well-rounded environment for our four-legged and two-legged friends!

Thank you,
FCAS Staff and Management

Introduction

We appreciate your time in wanting to volunteer at our facility. To facilitate the process, FCAS offers orientation once a month and the Volunteer Coordinator will email you to let you know the date of Orientation(s). We know your time is valuable and packed daily schedules can make it difficult to assess how much time you may be able to dedicate to the shelter. We do not require a minimum time commitment for this reason. We, and the animals in our care, appreciate any time you can give us whether that is thirty minutes or two hours!

To fully understand the role of the animal shelter along with our operating philosophy and policies you must read through the attached document (General Policies and Standard Operating Procedures) and consider how you feel volunteering under these guidelines and policies.

If you philosophically disagree with these operating procedures and policies, then you may want to reconsider FCAS as the place for you to volunteer your service. In addition, you will need to sign a Volunteer Code of Conduct Agreement along with a Safety/Liability Waiver at the time of training. Refusal to do so will prohibit you from being allowed to volunteer at our facility.

Our volunteer orientation is broken up into two parts. The Animal Shelter Programs Coordinator via a PowerPoint presentation will give an overview of the animal shelter division, responsibilities of staff/volunteers, and our Volunteer Program in general. The Animal Shelter Programs Coordinator will give a tour of the shelter to point out different areas of interest. We begin promptly at 11 am and ask that you be on time. Once we start, we do not accept late arrivals as we consider that disruptive to the other attendees. We also go over important content from the beginning of orientation.



Faulkner County Animal Shelter

597 Hwy 65 N

Greenbrier, AR 72058

(501) 904-8268

****Please call for Volunteer Orientation information! ****

How to Become a Volunteer!

Consider spending time at FCAS to help make a difference in the lives of our shelter pets! Make new human, and animal, friends as you contribute to the community's animals and their care!

What are the steps?

1. Read the Volunteer Manual
2. Fill out the Volunteer Application
3. Attend Orientation
4. Contact your Lead Volunteer for training
5. Have FUN!

General Volunteer Procedures

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

1. Sign in/out at the Volunteer Station. This will enable us to keep track of who is working with the animals on a given day. Keeping track of volunteer hours is extremely important as it allows our fundraising group, the Faulkner County Animal Coalition, to apply for grants on behalf of the FCAS
2. ALWAYS wear your identification badge. This will identify you as a volunteer to staff and the public. FCAS also provides one volunteer t-shirt that is required while volunteering.
3. If you notice that an animal has any signs of illness, lethargy, etc., inform the staff and/or fill out an information slip at the Volunteer Station. This allows us to get the animal appropriate care as soon as possible.
4. Inform the staff of any behavioral concerns exhibited by the animals such as biting, attempting to bite you or other animals, cowering, being “mouthy”, or any other form of possible aggression or dominant behavior. It is important to identify an animal that may bite someone so we can seek appropriate action and accommodate their needs.

*****Per the Arkansas Department of Health and Arkansas State Law, it is required to report ALL animal bites that break skin to a staff member, regardless of the animal's age or the reason for the bite. This ensures proper legal quarantine procedures are followed. *****

5. Clean up after yourself at the end of each visit and put away all supplies.
6. If a member of the public inquires about adoption procedures or background information on a particular animal, please direct them to the front office so staff can help them. For a volunteer to do adoption counseling, they MUST be trained as an adoption counselor by the Animal Shelter Manager. *****Being an Adoption Counselor is considered an advanced volunteer opportunity, and one must meet certain criteria. *****
7. All volunteers must leave the Animal Shelter 15 minutes before closing in order to allow shelter staff adequate time to finish up their duties and prepare to close.

Available Volunteer Duties

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

Animals

DOG WALKER:

Time Commitment and Training: Must have read the volunteer manual and attended orientation. Be prepared to spend about 1.5 to 2 hours for training as the lead dog volunteer will give you a more thorough tour of FCAS, show you where equipment is, show you how to take dogs out and also shadow you. The lead dog volunteer is responsible for moving you up to each level. If you feel you are ready to move up a level then you will need to demonstrate this to your trainer, and they will decide if you pass or not.

*****While it is ideal that you stick with your original trainer for moving up levels, it is ok to contact another lead volunteer if necessary. *****

Responsibilities: You must have completed training, know how to safely remove dogs, spend quality time with the dog via walks, time in their kennel and/or play yard and work with them on basic commands such as sit, down, stay and come according to the training you are provided. A person in this position should try to provide a calming, comfortable presence for the dogs that are available for adoption. Dog walkers will also be able, and are encouraged, to provide comments on the dog's personality to staff so notes can be made on the dog's profile in our computer to disclose to potential adopters. While we appreciate positive feedback, this also goes for any fearful, aggressive behavior observed. As a volunteer, it is your responsibility to also report any questionable behavior so staff can evaluate.

CAT SOCIALIZER

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

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

Operations

ANIMAL CARE ASSISTANT:

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

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

OFFICE ASSISTANT:

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

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

Miscellaneous

PHOTOGRAPHER/VIDEOGRAPHER

Time Commitment and Training: You must have read the volunteer manual and attended orientation. This volunteer position is not regularly scheduled, or any time commitment required; however, FCAS strives to post nice photos of our animals as soon as possible. If you are skilled in taking photos of pets and can follow general directions for obtaining the types of photos needed for posting on the internet, this position is for you!

*****Please note that currently we have staff photographers that take the animals' photos. If you are interested in assisting, then your information will be forwarded to those staff members for training. *****

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

SOCIAL MEDIA:

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

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

FOSTER PARENT:

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

Advanced Volunteer Opportunities

OUTREACH:

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

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

PLAYGROUPS:

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

Responsibilities: Be available in the mornings to assist the coordinator in running playgroups, safely monitor the dogs while in play, abide by the rules for running playgroup and read Dogs Playing for Life (a quick read), pick up fecal matter after playgroup and tidy up yards, and keep logs of dogs that participate in playgroup.

*****While playgroup can be very rewarding it is also possible that a dog fight may break out (not often but possible) so one must be comfortable handling these type of scenarios*****

ADOPTION COUNSELOR:

Time Commitment and Training: Since FCAS has such a small staff, it is very helpful when volunteers can assist with this duty so that we do not miss out on adopting animals due to lack of staff. To be a successful adoption counselor, one must have an understanding of basic training, housebreaking, crate training, customer service skills and dealing with difficult people at times. Knowledge of our adoption procedure is also necessary as this task is responsible for approving

people for adoption and comes with a great deal of responsibility. One does not have to be an expert on animals as you will find that your own personal experience with adopting and taking care of animals is very valuable knowledge as well and something people can relate to. Adoption counselors are needed at the shelter every day, off site events and big adoption events. To become an adoption counselor, you must go through an interview process and training with the Programs Coordinator to determine eligibility.

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

LEAD VOLUNTEER

Time Commitment and Training: This volunteer position is awarded based on proven commitment to FCAS. Volunteers having this title have many things in common: respect for the rules, cross-trained on many tasks, offer ideas and solutions to problems, enjoy training other volunteers, have maintained an active status for several years, and have leadership abilities among other traits. Appointment to this position requires you to be nominated by other lead volunteers with the final decision being made by the shelter leadership.

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

General Practices/Standard Operating Procedure – Volunteer Edition

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

INCOMING ANIMALS

Our mission is to serve the community by providing a safe and healthy environment for our animals while promoting animal welfare and education about responsible pet ownership. We are very proud of our mission and strive to follow through with each animal that comes into FCAS. We are a non-profit animal shelter, and all our animals are given vaccinations (when applicable), food, water, shelter enrichment, and further medical care if necessary.

Animals coming in as strays with no owner identification are placed on a ten-day stray hold. During the hold, they are vaccinated, blood-tested, dewormed, treated for fleas and ticks, and initial observations on behavior are made. Once the stray hold passes, then the animal is available for adoption, spay/neuter, or for rescue placement. Animals that are owner surrendered are available for immediate adoption unless a medical or behavior concern is noted upon intake. If a stray has ID, every reasonable attempt is made to contact an owner and schedule pickup within those 10 days. If the animal is not claimed, it will be placed up for adoption.

KEEPING OUR SHELTER CLEAN AND SANITARY

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

OWNER SURRENDER OF ANIMALS

We are not currently accepting public drop offs. However, we have resources we can provide to owners who are in need of rehoming their pets.

ANIMAL ILLNESS POLICIES AND PROCEDURES

FCAS staff will take appropriate action when a disease outbreak occurs. If an animal contracts an illness that we already have a written protocol for, we will respond accordingly. Based on the severity of the illness, we may still seek veterinary treatment and further direction from our contract veterinarian. We will always seek treatment for illnesses that are reasonably treatable, but overall, we follow the direction of the veterinarian when necessary. It is important to understand that while we see each animal as an individual, when it comes to health, we have to take into consideration overall *pack* health as well as our available resources. If the illness is too severe, contagious, or exceeds the scope of our available resources, our contract veterinarian may decide that euthanasia is a more humane option.

This decision is never taken lightly and can cause much distress to staff as they also bond with the animals in their care. The decision whether to euthanize an animal is that of FCAS's staff and contract veterinarian. Volunteers are expected to respect the decision and not be critical or disrespectful. Volunteers that do not adhere to this requirement and cause turmoil among other volunteers and/or staff risk being terminated from volunteering.

OPERATION PROCEDURES DURING DISEASE OUTBREAKS

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

Volunteers **MUST** respect the established operating status and any modified procedures, whether temporary or permanent. Volunteers must keep in mind that they can potentially transfer diseases and parasites to their own pets at home if they choose to socialize animals at any time.

STAFF AND VOLUNTEER INTERACTION WITH POTENTIAL ADOPTERS

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

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

If a potential adopter approaches a volunteer about an animal, that volunteer may answer questions they know, but adoption inquiries and most other questions should be answered by a staff member or qualified Adoption Counselor. Volunteers should direct potential adopters to staff and Adoption Counselors politely and in a respectful manner.

SOCIAL MEDIA AND MEDIA ENGAGEMENT

Media Relations

Official Media Inquiries: All media inquiries regarding the Faulkner County Animal Shelter, its operations, programs, and policies should be directed to the designated Shelter Director, Shelter Manager, or Faulkner County Animal Coalition (FCAC). Only those authorized by the Shelter Director or FCAC may provide statements or engage with the media.

Approval Requirement: Any interaction with the media, including interviews, press releases, statements, or any other public communication, must be pre-approved by the Shelter Director, Shelter Manager, or FCAC. Employees, volunteers, or board members are not authorized to make official statements without approval.

Confidential Information: No confidential, sensitive, or personal information about animals, staff, volunteers, or shelter operations may be disclosed to the media without explicit authorization. This includes medical records, adoption statuses, and personal details.

Coordinating Media Outreach: Any outreach to the media (e.g., to promote events, adoption campaigns, or new programs) must be coordinated with the Shelter Director, Shelter Manager, or FCAC to ensure accuracy and consistency in messaging.

Social Media Engagement

Official Social Media Channels: The Faulkner County Animal Shelter maintains official social media accounts (e.g., Facebook, YouTube, etc). Only authorized staff or volunteers who have received appropriate training are permitted to manage these accounts and post on behalf of the shelter.

Personal Social Media: Employees, volunteers, and board members are encouraged to use their personal social media platforms responsibly. While expressing personal views, individuals should refrain from misrepresenting or speaking on behalf of the shelter unless explicitly authorized.

Guidelines for Social Media Conduct: The following guidelines must be adhered to when engaging on social media:

- **Respect and Professionalism:** Employees, volunteers, and board members should maintain a professional tone and respectful conduct when interacting with the public on social media.
- **No Negative Public Comments:** Employees and volunteers should refrain from posting negative or critical comments about the shelter, its staff, volunteers, animals, or donors on any public platform.
- **Brand Integrity:** Ensure that all content posted on the shelter's official social media accounts reflects the organization's values, mission, and commitment to the well-being of animals.

Confidentiality: Employees and volunteers should not post confidential or sensitive information regarding shelter operations, animals, or individuals (e.g., medical records, adoption status, personal details) on social media platforms.

Animal Privacy and Welfare: When posting about animals on social media, employees and volunteers must prioritize the privacy and welfare of the animals. Any images, videos, or information shared must be respectful and adhere to the shelter's policies regarding animal privacy and adoption.

Community Engagement: The Faulkner County Animal Shelter encourages community engagement through social media by sharing educational content, adoption success stories, upcoming events, and general updates. Content must align with the shelter's goals of promoting animal welfare and responsible pet ownership.

Monitoring and Compliance: The shelter reserves the right to monitor and review any social media content related to the shelter, its animals, staff, volunteers, or operations. Posts that violate this policy or that could damage the shelter's reputation may lead to corrective actions, including removal of content and potential disciplinary measures.

Violations of Media and Social Media Policy

Disciplinary Action: Any violation of this policy, including unauthorized media engagement, the sharing of confidential information, or inappropriate social media conduct, may result in disciplinary action. This can include written warnings, suspension, or termination of employment or volunteer status.

Reporting Violations: If an employee, volunteer, or community member notices a violation of this policy, they are encouraged to report it immediately to the Shelter Director, Shelter Manager, the FCAC, or the designated staff member overseeing media relations.

ADOPTION PROCEDURES

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

Our complete adoption procedures are available on our website at www.faulknercountyanimalshelter.com but some key points to remember are:

- You must have been trained as an adoption counselor in order to do meet and greets.
- If a member of the public wants to visit with an animal, they **MUST** be accompanied by a trained adoption counselor or staff member.
- While it is ok to answer questions you do know the answer to, please do not try to answer questions you are not sure of. Please, refer them to a lead volunteer, adoption counselor, or staff member.
- Our adoptions are **NOT** on a first come, first approved basis.
- We do check with landlords for pet policies; however, it is the responsibility of the tenant residing at the rental property to confirm their landlord's policies and pay any deposits or complete any paperwork required before adopting their new pet.

ADOPTION CANDIDATES AND BEHAVIOR ASSESSMENTS

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

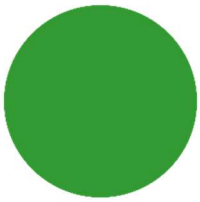
Since our priority is to ensure public safety, we also want our adoption candidates to be safe for adoption. Cats are categorized into three colors/shapes: green/circle, yellow/triangle, and orange/octagon. While orange/octagons indicate the cat may have some behavioral quirks, this does not mean they are dangerous. Feral or otherwise potentially dangerous cats are labelled with red cards and adopted out or transferred to rescues as barn cats when possible. They may

also be released back into the community they arrived from as a form of population control once they have been altered and microchipped.

When staff or lead volunteers are able, dogs are behaviorally assessed for food and resource guarding, handling sensitivities, and dog aggression. Assessment of behavior begins the moment an animal comes into the shelter and while some animals may not be adoption candidates for FCAS, we seek rescue and other resources to place these animals in other programs that may be better suited for them.

All potential courses for outcomes are assessed for each individual animal. This means in some cases rescues may be utilized over adoption, or euthanasia over rescues and adoptions. All factors will be discussed among staff with any information volunteers have provided during their times volunteering. This is why feedback from all volunteers is vitally important. Informed assessments and decisions cannot be made if information has not been communicated.

Color Code System for Volunteers



Green/Circle - Starting Point

New volunteers are required to start at this level.

Dogs with leash manners and easy playtime

Cats well socialized and calm

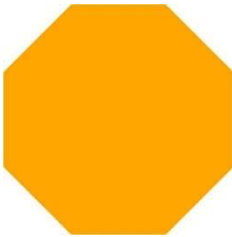


Yellow/Triangle - Mid-level

Volunteers with well-known experience

Dogs that pull or have minor behavior needs

Timid but socialized cats, or friendly cats that may bite/scratch



Orange/Octagon - Experienced

Experienced volunteers only

Dogs with behavioral needs but not dangerous

Cats that are fearful but not feral - may scratch or bite



Red Cards - Staff Only

Unsocialized/Feral animals

Unvaccinated or Under-vaccinated animals

Medical needs

Owned animals and/or legal holds

If you want to increase your badge level, please see a lead volunteer. While it is ideal that you continue with your original lead volunteer for training it is ok to “test” with another lead volunteer if necessary.

Please note the color and/or shape of the card. Level designation is for the safety of the human and the animal.

Cat Room Reminders

- Please be sure to log the cats you are socializing with.
- Kittens should all be socialized before the adult cats.
- Use the 30 minute per cat rule and be sure to properly clean the rooms, wash hands, and change out any toys you use.
- Do not feed the cats! Staff only!
- Do NOT allow the public into the socialization area with any cat without staff approval. This allows us to determine if the person is serious about adopting or just wants to volunteer.
- It is best not to hover when people are looking at the cats. Always greet visitors and allow Adoption Counselors or Staff to work with focused adopters.
- Always ask for help when you need it! Other volunteers and FCAS Staff are there to help and answer questions.
- Be sure to work with the cats you are comfortable with. Share notes/information with staff AND with other volunteers.
- Don't forget to groom our cats. Brushing helps keep their coats clean and looking beautiful!
- HAVE FUN AND GIVE THE CATS LOTS OF LOVE!

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

Cat Volunteer Training Checklist

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

1. Training will take place with the Lead Volunteer on my first shift. On my second shift, I understand that I must work with another volunteer, so I can ask questions and/or get clarifying information prior to volunteering by myself.
2. I will sign in and out on my hours and write "c" for cat on the volunteer sign in sheet.
3. I will wear clothes that cover my legs and wear closed toe shoes. No tank tops or bare midriffs allowed.
4. I will wear my FCAS volunteer shirt at all times while volunteering.
5. I will check the whiteboard and *Cat Notes* log every day for notes from Leads/Staff/other volunteers.
6. I will review the cat information including the socialization log each day before I start my shift.
7. I will wash and sanitize my hands after each cat.
8. I will clean the socialization area after each cat, as trained.
9. I will spot clean litter boxes when possible.
10. I will socialize cats and take into consideration any directives from Lead Volunteers or staff on special handling of any cat.
11. I will add any observations regarding individual cat likes/dislikes or other traits in the *Cat Notes* logbook.
12. I will step out of the room and escort anyone else out of the room if a cat becomes aggressive. I will then notify a Lead Volunteer or staff member.
13. I will report any cat bites or deep scratches to a Lead Volunteer or staff. (Wash any wounds ASAP for 10-15 minutes after reporting, then go to the ER or your doctor if necessary)
14. I will report any changes in behavior or health to a Lead Volunteer or staff member. I will also record this information in the *Cat Notes* logbook.
15. I will never try to socialize with any cat I am not comfortable handling.
16. I will follow shelter directions on available times and days for volunteering and leave promptly for any lunch and night closures.
17. I have been shown and have demonstrated the proper methods for opening and securely closing each type of cage in the Cat Room.
18. I have been shown and trained on how to take cat(s) in/out of the cage.
19. I have been trained how to note when a cat has been socialized.

Trainee's Printed Name: _____ Signature: _____

Lead's Printed Name: _____ Signature : _____

Date: _____

Dogs

Walking and grooming the dogs are an important part of the enrichment process as it allows the dogs to get exercise, become accustomed to interactions with people, and present better for the adoption process. We depend on our volunteers to provide exercise and socialization to our animals for a number of reasons. This helps them decompress from the noise and agitation of the kennel and helps minimize the daily stress of being in a cage. It also provides them human contact that is so important in making our animals more adoptable.

There are three general population kennel rooms, each containing eight kennels. Kennel rooms one and two are for adoptable dogs. Kennel Room three is for currently unclaimed strays, owned animals, and dogs awaiting reclamation.

There is also a Quarantine Kennel room. This room should only be accessed by employees. Under no circumstance should a volunteer be inside this room.

After the stray hold, if an animal is not claimed, dogs that are determined to be “adoptable” are made available for the public to visit in kennel rooms one and two. The dogs that are available for adoption are the ones approved to be taken out. Please only socialize with dogs that are available for the public to visit.

Dogs in kennel room three that have not passed their stray hold are only available for contact by more highly trained volunteers. Dogs in the Quarantine Kennel room may be undergoing a bite quarantine, protective custody/seized status, observation for aggression, illness, zoonotic disease or still need to pass their stray hold and are strictly off limits to volunteers.

There are bone-shaped pull handles between several kennels in Dog Housing. These operate sliding barriers known as “guillotine doors” and should NOT be touched or played with by the public or volunteers. These are strictly for staff use. Misuse of these doors can result in severe injury or even death of an animal. They are off-limits.

*****Be advised during times of overflow that there may be adoptable dogs in kennel room 3 or in quarantine due to lack of space in the other kennel rooms. It is important when taking dogs out that you are paying attention to availability dates and if there is a kennel card on the outside door of the dog's kennel.*****

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

Things to remember:

1. Volunteers and dogs are grouped together based on a color-coded system. ALL volunteers start with small dogs regardless of what your personal experience is. Our dogs are also categorized by their colored shape so you MUST pay attention to ensure you are getting the appropriate dog for your level of training at that time. ALWAYS pay attention to behavior notes in regard to the dogs.

2. It is recommended that you wear clothing which covers your exposed skin, such as closed toe shoes, jeans, and your FCAS volunteer t-shirt. Many dogs are excited to leave their kennel. They are not trained to stay down and may jump in their enthusiasm. As a result, bare skin can be scratched by dog nails and injuries may occur.
3. It is recommended that you bring along a belt pack or backpack to hold doggie treats, plastic bags, your cell phone and a bottle of water if you choose.
4. Ear protection and ear plugs are available and may be used when entering the inside walkway of the kennel areas.
5. To prevent dogs from escaping their pens, use your body as a block when opening kennel doors. If two dogs share the same kennel, ask for help when removing a single dog. You may then remove one dog safely from the inside gate.
6. There should never be two dogs in any area at the same time unless approved by shelter staff. If you are coming out of a kennel with a dog and someone else is walking into the kennel room or hallway, step back into the kennel and wait until it is clear. When returning from a walk, be aware of other volunteers with dogs outside their kennels. If someone is coming out with a dog, take your dog back through the door that leads to the main building and wait until the other person and dog pass.
7. Always be sure the kennel gate is securely latched after returning the dog to their pen. **It is important to have dogs back in their kennel 15 minutes before closing time as doors and areas of the shelter shut down in preparation for closing procedures done by staff.**
8. Bring plenty of plastic bags to pick up dog waste during the walk. To pick up waste with these bags, insert your hand into the bag as you would a glove, pick up the waste using the outside of the bag, pull the bag inside out over your hand and tie the bag into a knot. Please dispose of these bags in one of the garbage cans available outside. This will help keep down the spread of disease as well as maintain a pleasant environment for all walkers.
9. Mark your initials and time of walk on the board provided **BEFORE** walking your dog. This will assist you and other volunteers in determining which dogs still need to be walked for the day. If you take the dog out for less than 20 minutes or if you play with the dog in one of the play yards only, please write on the board "short walk" or "play yard" that way if someone else comes later and all dogs have been walked that person can get the dog out that only had a short walk. **While we want to make sure all dogs have some time outside of their kennel, during business hours, please limit your walk time to 15-20 minutes. We want to make sure the dogs are readily seen by potential adopters. If they are not in their kennel for prolonged periods of time, they may miss out on an adoption opportunity.**
10. Some dogs do not work and play well with others. Please work with other volunteers to keep these dogs separated during walks by moving to different areas of the property. If two volunteers walk dogs together, make sure the dogs are deemed dog friendly to avoid any trouble between the dogs.
11. Only feed dog treats approved by FCAS to minimize the risk of digestive issues. All treats and toys at FCAS have been donated
12. If you want to bathe a dog, please ask a staff member first. If you choose to groom the dogs after walking, please use the designated areas such as the play yards for brushing or the

bathtub if your grooming includes a bath. Ensure that the dog continues to be secured with a leash and please clean up and dispose of hair in a trash receptacle. **When giving a bath, it is important that you follow up with a staff member so they can re-administer the flea treatment as needed.**

13. While on a walk or outing, keep the dogs at a respectable distance from people you pass, not everyone likes dogs. If people want to pet the dog while you have the dog out, do not let the dog jump on them. Use caution when children approach, and if they have another dog, do not let the dogs meet. **It is acceptable to caution people when they approach or advise the person that your dog is too nervous, as long as this is done in a polite and professional manner. YOU as a volunteer need to not place the dog in a situation where he/she will fail.**
14. While on the walk or outing, never jerk or yank on the leash. This can hurt the dog and create a negative public perception of FCAS. Please keep the dogs clear of any fencing or areas that may be at higher risk. Dogs can get foxtails, ticks and fleas, or contract Giardia and Coccidia if you let them drink stagnant water. Dogs should only drink fresh water.
15. Keep staff apprised of behavioral problems or anything out of the ordinary. If the dog bites you or anyone and it breaks the skin, you **MUST** report it. **NO EXCEPTIONS**
16. Do not walk dogs under these circumstances:
 - a. Keep dogs on natural ground or grassy areas when temperatures are over 80F. Concrete and asphalt can burn paws at these temperatures.
 - b. It is a puppy less than six (6) months old
 - c. If a dog is larger or stronger than you can physically handle-put this dog back and walk another
 - d. The dog has a sign on its kennel that states do not walk. Sometimes our dogs undergo medical treatment or are recovering from surgery so they may need strict cage rest.
 - e. They are still on their stray hold or are being housed in Quarantine Kennels

OUTINGS

Volunteers, with permission, may take dogs off-property for outings. This is a great way to reduce kennel stress, get exercise, and assess behavioral needs of individual animals. Volunteers may take dogs out for as little or as long as they'd like, provided certain rules are followed:

1. Dogs must be signed out up-front before leaving and signed back in upon return.
2. All dogs must be in their kennels 15 minutes before closing time.
3. Volunteers are only allowed to take out one dog at a time and must stay within their training level.
4. Volunteers are responsible for the animal they sign-out.
5. **NO DOG PARKS** - No exceptions!!
6. All standard walking guidelines apply on outings.
7. When they return, all volunteers must fill out an Adventure Report for their outing.

If you record anything or take pictures, LET US KNOW!! We can use anything and everything you take, record, or note on the Adventure Report to help get your dog adopted!

Dog Volunteer Checklist

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

1. I was shown the Volunteer sign-in sheet and I agree to wear my badge and volunteer shirt while volunteering.
2. I understand that I should wear clothing that covers exposed skin to prevent being scratched, such as pants or long sleeves. **Absolutely no sandals or flip-flops will be allowed when walking dogs. Close-toed shoes only!**
3. I was shown the layout of the dog kennels. I understand that I can only walk and socialize dogs within my own color/shape level.
4. I was shown how to sign out a dog on the board.
5. I was shown how to properly secure a leash, how to remove a dog from the kennel, and how to properly latch the kennel door.
6. I understand that any open kennel doors should be shut and latched.
7. I understand that some dogs do not play well with others and that I should be aware of this and walk on opposite sides of the approved areas.
8. I understand that I may only walk **one(1)** dog at a time unless specifically approved by staff.
9. I understand that I may not walk puppies under six(6) months old.
10. I understand I may not walk dogs on, or near, the highway, not on concrete or asphalt when it is too hot, and not walk any dog that is stronger than me. No off-leash/yard time for five (5) days after surgery.
11. I was shown how to properly pick up animal waste and where to dispose of such waste.
12. I agree to report any aggressive or unusual behavior to shelter staff members or lead volunteers.
13. I will not leave any dog unattended in the play yard.
14. I was shown how to return a dog to a kennel.
15. I understand all dogs must be returned to the kennels **15 minutes before closing time.**

Trainee's Printed Name: _____ Trainee Signature: _____

Lead Printed Name: _____ Lead Signature: _____

Date: _____

SOCIALIZING PUPPIES/KITTENS AND OTHER SPECIAL NEEDS ANIMALS

All volunteers need to undergo training for their respective areas of interest, so they know what animals are available for walks, public viewing, and socialization. **Only animals available for**

adoption can be handled by volunteers. Animals in our stray animal housing areas and isolation areas are not available for adoption as they may still be on a stray hold or under observation for medical and behavior issues.

Puppies and kittens require a lot of socialization, and it is crucial that they get it during the first weeks of their lives. Properly socialized animals show better in their kennel and are better behaved during meet and greets. However, from a medical standpoint, the first couple of weeks and months are where they are the most susceptible to contracting contagious diseases such as parvovirus and panleukopenia. **Only yellow/triangle or orange/octagon level volunteers will be allowed to socialize with underage pets** for this reason. Puppies under 6 months should not be going on walks or be exposed to the ground or grass outside. To still provide the important socialization they need, as long as they have 2 DA2PP on record, they can go into a designated puppy play area, provided that the floor is clean, and a blanket spread out so they can play and socialize, or the volunteer can go into their kennel and play with them in there.

It is important to realize that if a volunteer plans on walking other dogs, they should socialize puppies first, so they are not exposing them to adult dog germs. Once they are 6 months of age, have finished their booster vaccinations, and received a rabies vaccination, then puppies are available for walks. Kittens must be socialized first to prevent the spread of germs from adult cats.

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

MANDATORY SPAY/NEUTER OF SHELTER ANIMALS

To prevent unwanted/surprise litters and decrease overpopulation of pets, FCAS is bound by state law to follow mandatory spay/neuter laws. Food and Agricultural Codes require the following:

1. F&A code 30503 Spay/Neuter of Dogs
 - a. (a)(1) ... no public animal control agency or shelter, ASPCA, humane society shelter, or rescue group shall sell or give away to a new owner any dog that has not been spayed or neutered.
2. F&A code 31751.3 Cats: Spay/Neuter Deposit Required
 - a. (a)(1) ... no public animal control agency or shelter, ASPCA, humane society shelter, or rescue group shall sell or give away to a new owner any cat that has not been spayed or neutered.
3. F&A code 31753 Holding Period and Care for Animals Other than Dogs and Cats
 - a. This code essentially states that rabbits and other animals fall under the same requirements of care and boarding as dogs and cats and that includes spay/neuter where applicable.

EUTHANASIA PROTOCOLS

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

Shelter management, officers, and staff are certified to carry out appropriate euthanasia procedures. Since we want to ensure a calm and soothing environment to ensure a peaceful transition, staff may administer a sedative to the animal before performing euthanasia if needed.

Euthanasia is an option for animals in our care if they have a severe medical issue where a licensed veterinarian is recommending this to prevent suffering of the animal, via proper documentation and assessment, or has been determined to be a danger to the public and is not an adoption candidate. We may also need to euthanize due to lack of space at the shelter, though we strive to avoid this.

FCAS, in limited and case by case circumstances, may provide owner requested euthanasia as a service to the public. We will not euthanize a surrendered animal just because the owner wants it done, regardless of reason. Unless we already have previous documentation regarding aggressive behavior, we will not euthanize an animal for aggressive behavior without doing our own assessment and observations. Aggression in animals can be subjective and sometimes people can confuse dominant or fearful behavior with aggression.

INJURY/FIRST AID KITS/REPORTING

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