

Santa Rosa County Anima Services

Volunteer Policies & Procedures

Welcome to Santa Rosa County Animal Services! We appreciate you donating your time to our shelter. It will not only be rewarding for you, but also for the animals at the shelter. The following guidelines offer general shelter policies, duties, and regulations as they pertain to the volunteer program.

Times and Attendance

The times to volunteer are between 11:30-4:00 Monday-Friday. We ask that no volunteers come on Saturdays due to limited staffing, although, there may be outside events from time to time on Saturday that you can participate in. You must sign in and out each day at the Volunteer Sign in area. There is also a calendar at the sign in area to schedule when you would like to come in. If you are not able to come on a day you are scheduled, please contact the shelter at 850-983-4680. If you find that you are available on a day not scheduled, please contact the shelter first to see if there is a position open that day.

Dress Code

Appropriate attire must be worn at all times:

- Long pants, no shorts
- Long sleeve shirts, no low cut shirts, halter tops, or clothing with inappropriate or offensive language, wording, or symbols.
- Safety or Athletic Shoes, NO flip flops or sandals.
- Use caution when wearing jewelry. No dangling earrings, necklaces, or bracelets.
- We strongly suggest you tie back long hair.
- You must wear a yellow or orange vest and name tag at all times. These are provided at the Volunteer Sign In area.

You may bring drink and/or snack. Water or Gatorade is strongly recommended to drink during hot summer months. There is a break room where personal items can be kept and breaks can be taken.

Duties and Assignments

We will do our best to assure that your assignment is one for which you have expressed an interest in and aligns with your time and talents. We reserve the right however, to

reassign you as may be needed by our needs and programs. Some of the duties you may be asked to do are listed below, but are not limited to these tasks:

- Scoop and spray kennels
- Laundry
- Wash dishes
- Separate newspapers
- Write thank you cards
- Fill cat litter
- Put donations away
- Sweep/Mop different areas of the shelter
- Greet public
- Walk dogs
- Socialize cats
- Assist with picture taking
- Dog washing
- Place adoption cards on kennels
- From time to time we may have outside events, such as, Petsmart Adoptions, Schools, Fairs, etc., you may be asked if you'd like to participate in.

Rules and Regulations

- Do not bring friends, relatives, children, or personal pets with you to the shelter. If you know someone interested in volunteering, please encourage them to fill out an application and we will call them for the next orientation. Should you bring any of the previously named, you will not be allowed to volunteer that day.
- Volunteers are to have NO contact with any stray animals, only adoption ready animals may be handled by volunteers. Information in regards to stray animals is not available to the general public as they are not considered property of the shelter until the legal holding time is up. Do not take pictures, discuss on social media, or disclose any information if the animal is not adoption ready and located in the adoptable section. Failure to adhere to this rule will be cause for immediate dismissal.
- All stray animals are held for 5 to 7 days allowing sufficient time for their owners to reclaim them. Please do not inquire if an animal will be placed or will be coming into adoption.
- All animals owner surrendered could be evaluated the same day.

- Even with adoptable animals, sometimes a disease can be harboring. Please be aware you are at risk of transmitting diseases to your personally owned pets. We ask that all of your personal pets be vaccinated for parvo and bordetella, as well as up to date on their rabies vaccination. Changing clothing and shoes before getting around your personal pets again may help prevent this from happening.
- A walkie-talkie is provided for communication.
- Do not go into restricted areas.
- Wash your hands throughout the day and between handling each animal. Handling animals from kennel to kennel increases the risk for spreading diseases.
- Only one animal is to be walked at a time. You will have access to leashes and will be informed of the animals that you are authorized to walk.
- During the summer months, maximum walking time is ten minutes per dog.
- INFORM ANIMAL SERVICES STAFF IMMEDIATELY IF BITES, SCRATCHES, OR ANIMAL AGGRESSION OCCURS.

Confidentiality

Volunteers may be entrusted with sensitive and confidential information while volunteering. While most county activities fall under Florida Open Record Laws, there are a few examples that are exempt. Your obligation is to protect confidential information during social media interactions. Volunteers are asked not to disclose or make any private use of such confidential information during their volunteer time at Santa Rosa County Animal Services.

Volunteer Code of Conduct/Ethics

As a volunteer representing Animal Services, your conduct and interaction with staff, other volunteers, and the public is expected to be professional and courteous at all times. By volunteering, you are making a commitment to staff and animals to carry out, to the best of your abilities, the tasks you have pledged to perform.

The volunteer Code of Ethics clarifies the expectations and principals for Santa Rosa County Animal Services. Should a volunteer display unprofessional, dishonest, or disrespectful behavior or exhibit a lack of self discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for disciplinary action and/or permanent removal from the shelter.

Relationships with Staff

Volunteers and staff are considered partners in implementing the mission of Santa Rosa County Animal Services, with each having a complimentary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other. The day-to-day management of the shelter is the responsibility of the Shelter Director, Supervisor, or designee, who directs all staff and program volunteers. Volunteers should enhance the work of staff and not replace them.

Volunteer Dismissal

Santa Rosa County Animal Services reserves the right to terminate a volunteer's service at any time, with or without notice. We advise volunteers to follow staff directive and to not represent themselves as employees. The following are some occurrences that may result in termination:

- Stealing or Substance Abuse
- Discourtesy/rudeness to another volunteer, staff member, or citizen.
- Misrepresenting SRCAS or SRCAS staff in any way.
- Unauthorized communication with media regarding shelter policies or practices.
- Any deliberate act of cruelty to an animal.
- Careless, negligent performance of volunteer duties.

Reporting Procedures

If you are having a problem with the department or the program in which you are working, please speak to the Department Director or Shelter Supervisor. Problems can usually be resolved and any suggestions for improvement you may have are welcomed.

Resignation Procedures Upon leaving the program for whatever reason, please contact the Director or Supervisor. We want to personally thank you for your time and commitment, and be sure you are not leaving because of any unresolved conflict we may address.