

Santa Rosa County Animal Services

Volunteer Policies & Procedures

Times and Attendance

The times to volunteer are generally between 9 a.m. to 4 p.m. Open volunteer shifts and times can be viewed and signed up for in your volunteer account. You must sign in and out each day at the Volunteer Sign in area. If you are not able to come on a day you are scheduled, please cancel your shift in your volunteer account and contact the shelter at 850-983-4680.

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, bracelets.
- Please tie back long hair.

Rules and Regulations

- Please 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. Animals on stray hold are not considered property of the shelter until the legal holding time is up. Do not take pictures, discuss, 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 three days allowing sufficient time for their owners to reclaim them.
- 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 your personal pets be vaccinated for parvo, 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.
- Volunteers must wear name tags and a vest at all times.
- Please do not go into restricted areas.
- Please wash your hands between touching animals, throughout the workday, handling animals from kennel to kennel increases the risk for spreading diseases, showers are available if needed.
- Inform staff if bites, scratches, or animal aggression occurs.

- 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, monitor the dogs' comfort to ensure they are not overheated. Limit walking time to about 10-15 minutes per dog.

Your Volunteer Account

You can sign up for volunteer shifts and trainings from your volunteer account.

You can sign into your volunteer account from home on our website, or at the volunteer kiosk in the shelter.

Website: www.santarosa.fl.gov/761/Volunteer-Program

Volunteer Kiosk: You will use your unique PIN to sign in. Your PIN is your seven-digit primary phone number as entered in your volunteer account. This is where you will sign in and out of your volunteer shifts when you are at the shelter.