



MCAS

Volunteer Handbook

2019 V1.2 Edition

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Welcome!

Volunteer,

Welcome to the Montgomery County Animal Shelter (“MCAS” or “Shelter”) Volunteer Program. My name is Jill Becker and I am the Volunteer Coordinator here at MCAS. The MCAS Volunteer Program was created for the animals, but people like yourselves participating in the program benefit tremendously as well. Being a volunteer is extremely rewarding, educational and fun. You can have a significant impact on the lives of homeless animals. Walking a dog, cuddling a cat, or giving a simple pat on the head will touch your heart and bring you back for more. It is especially rewarding to see how the animals respond immediately to the love they receive while they are at the Shelter.

As a result of the Volunteer Program, dogs are walked regularly and cats are more socialized. Most importantly, because of volunteers the lives of many dogs and cats are saved.

Thank You!

Thank you for giving us your time and for giving the animals your attention! We appreciate your commitment to help us help them and we know that your time is valuable. Each of you may have different reasons for wanting to be a volunteer, but all of you choose to volunteer at MCAS because:

- You desire to care for those dogs and cats desperately needing positive human interaction;
- You wish to help find homes for animals that deserve a second chance;
- You want to be a part of making our community more responsible for our pets; and
- You want to help save lives

As a volunteer, you are a valuable asset to our organization and to the many animals that need loving homes. Our goal is to be continually expanding our community outreach program, placing more animals into good homes. The time and energy you contribute by volunteering helps us achieve these goals.

Since your support as a volunteer is extremely important, your decision to participate must be made with a complete understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools for dealing with the public and how to safely handle Shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the Shelter.

Thank you for giving your time to the animals at MCAS. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

Sincerely,

Jill Becker
Volunteer Coordinator
Montgomery County Animal Shelter

About MCAS!

MCAS is the animal shelter for Montgomery County, Texas (“County”). MCAS accepts animals that come through its doors regardless if an owner surrender, stray pickup, or rescue, and with no consideration paid to breed, temperament, or health condition. We have a best-in-class team that stewards our mission and core values.

MCAS is dedicated to pet adoption and a live release initiative. In addition to sheltering and providing veterinary care to all animals brought into the Shelter, we work diligently to place these animals in new homes. We collaborate and coordinate with our pet rescue groups and through social media networks to cast the widest possible adoption net. We also provide hands-on volunteer training classes and other workshops.

We are committed to promoting responsible pet ownership through spaying/neutering, microchipping, and vaccinations. Campaigns and programs to educate and raise community awareness about these services are ongoing.

Montgomery County is one of the fastest growing counties in the United States. Its unique characteristics create challenging circumstances in regards to animal population and control. For example, in addition to a yearlong breeding season that steadily increases the area’s animal population, our semi-tropical climate serves as an incubator for fleas, ticks, and other harmful parasites and disease.

Our goal is to provide animal control and care services that minimize fear, pain, stress and suffering to animals in our care. We also work to ensure safe and healthy human-animal interactions. We work closely with the Montgomery County Sheriff’s Department and Animal Control to respond to animal cruelty and abuse reports, behavioral complaints, and dog bite cases.

Our Mission

At MCAS we are dedicated to engaging the hearts, hands, and minds of the community to help animals in Montgomery County. As such, we are devoted to the humane, efficient and high quality care of animals in our Shelter.

We will:

- Promote and protect public health and safety.
- Commit to industry best practices as it pertains to animal care, Shelter management, pet placement programs, pet ownership education and animal law enforcement.
- Be transparent and build trust within our community.
- Be a humane organization that promotes the inherent value of every animal; practicing and promoting the principle that every life is precious.
- Strive to end shelter killing by collaborating with volunteers, rescue groups, other humane organizations, private entities, and our constituents.

Imperative to our mission are the following priorities:

- Customer Service - We will strive to provide legendary service to the customers at MCAS. We will be the model of excellence in customer care.
- Live Release - Every decision we make will revolve around the desire to see every animal in our care find a loving home. We will endeavor to remove barriers to animal placement and make the adoption, transfer/rescue, and return-to-owner processes as customer friendly as possible.

Our Vision

Our vision is to be the nationally recognized model of excellence in animal care and placement where humane organizations throughout the United States view MCAS as the beacon of best practices dedicated to delivering humane, efficient and high quality service. In addition, we long to see the day when shelter killing no longer exists.

Our Core Values

- Integrity First - Where integrity is defined as "doing what is right even when no one is looking."
- Service Before Self - Placing the needs of our customers and pets above our own needs and ambitions.
- Excellence in Everything We Do - We will seek perfection and find excellence along the way.

Key Information

Address and Contact Information

- Address:
 - 8535 State Highway 242
Conroe, TX 77385
- Phone:
 - 936-442-7738
- Website:
 - www.mcaspets.org
- Hours:



MCAS HOURS

	ANIMAL TURN-IN	Adoptions, Customer Service, Enforcement & Lost Pet	Foster Sick Clinic	Public Wellness Services	Fosters/Adopter Vaccination Clinic
MONDAY	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
TUESDAY	11:30 AM — 4 PM	11:30 AM — 5 PM	1 PM — 3 PM	CLOSED	9:30 AM—11:30 AM
WEDNESDAY	11:30 AM — 4 PM	11:30 AM — 5 PM	CLOSED	9 AM — 1 PM	CLOSED
THURSDAY	CLOSED	11:30 AM — 5 PM	1 PM — 3 PM	CLOSED	9:30 AM—11:30 AM
FRIDAY	11:30 AM — 4 PM	11:30 AM — 5 PM	CLOSED	CLOSED	9:30 AM—11:30 AM 12:30 PM—2:30PM
SATURDAY	11:30 AM — 4 PM	11:30 AM — 5 PM	1 PM — 3 PM	8 AM — 12 PM	CLOSED
SUNDAY	11:30 AM — 4 PM	11:30 AM — 5 PM	CLOSED	CLOSED	9:30 AM—11:30 AM 12:30 PM—2:30PM

www.MCASPets.org

Placement of Pets Through Adoptions and Rescue Groups

We make dogs and cats available for adoption at our Shelter and at various off-site adoption events throughout the County. Animals are also transferred to registered rescue groups at no charge!

Current Adoption Fees

Dogs	\$40
Cats	\$20

NOTE: Please check with the front counter for current specials.

Lost and Found

- We encourage people who have lost pets to look for them at our stray kennels.
- All strays impounded at our Shelter are shown on our website: www.mcaspets.org.
- If MCAS picks up an animal with an ID tag or microchip, MCAS staff will call the owner or contact the

microchip registry that issued the microchip in an effort to return the pet to its home.

- We encourage citizens to visit www.petharbor.com and click on “Lost my Pet”. From there you will have an option to “register a lost pet”. A selection of shelters will be listed based on the zip code you provided. Select the applicable shelters and select search “selected shelters”. Then you will have a button on the left “Register your Lost Pet”. A form will come up that will allow you to fill out all of your contact information, detailed animal information including tags and microchip, details surrounding your pet and him/her becoming lost. You can also upload a picture of your pet.

Rabies Prevention

- Animals that have bitten or scratched an individual need to be quarantined for public safety as required by Texas Health and Safety Code, Chapter 826, Rabies.
- Call 936-442-7738 and select option #8 to report possible exposure including bites and scratches from animals.

Animal Cruelty

- We encourage citizens to report acts of cruelty and neglect. Under Texas law, certain acts of cruelty and neglect are punishable as crimes.
- Montgomery Animal Control investigates reports of animal cruelty or neglect.

Owner Surrender

- Some owners cannot or choose not to fulfill the commitment they made when they brought an animal into their home. We try to inform owners of all the alternatives to surrendering their pet so they can make a decision that is best for the animal.
- Owner surrenders are accepted at the Shelter every day from 11:30am-5pm except for Mondays and Thursdays.

Average Intake

- 15,000 each year

Area Handled

- Montgomery County, Texas is approximately 1,077 square miles.

Key Staff At MCAS

MCAS Management

Director of MCAS:	Aaron Johnson	Aaron.Johnson@mctx.org
Assistant Director of MCAS:	Mark Wysocki	Mark.Wysocki@mctx.org

Outreach Department

Volunteer Coordinator:	Jill Becker	Volunteer.Coordinator@mctx.org
Rescue Coordinator:	Catherine Doyle	Rescue.Coordinator@mctx.org
Foster Coordinator:	Courtney Gawel	Foster.Coordinator@mctx.org

Veterinary Department

Chief Veterinarian:	Dr. Melia Washington	Melia.Washington@mctx.org
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Shelter Operations

Kennel Supervisor:	Michael Barnes	Michael.Barnes@mctx.org
Kennel Supervisor:	Emile Love	Emile.Love@mctx.org

Animal Control Officers

ACO Director:	Joe Guidry	Joe.Guidry@mctx.org
ACO Manager:	Dana Coiner	Dana.Essenpreis@mctx.org

Volunteering At MCAS

What is a Volunteer?

A volunteer is an individual who freely donates their time to assist the Shelter in the accomplishment of its mission. Volunteers do not receive compensation or monetary reimbursement for their work, nor are they eligible for any benefits including insurance, worker's compensation or professional certifications.

Volunteers must be at least sixteen years of age. Volunteers under the age of eighteen must provide a Parent/Child Waiver, Release and Indemnification form signed by at least one parent/legal guardian. Children under the age of 16 years old may accompany their parent volunteer as long as the child has been through orientation and a waiver has been signed by the parent.

If an individual is a County employee, he/she may volunteer only with prior written approval from the Shelter Director. County employees may not volunteer to perform the same type of services as those for which they are employed to perform for the County. County employees may only volunteer during their personal time and not during work hours.

What Can You Do For MCAS?

At the end of this handbook, you will find a variety of job descriptions. Look through them, and then meet with the Volunteer Coordinator who will help you decide where you are needed most based on your background and your interests.

We are looking for committed volunteers who can participate in MCAS activities at least once a month if possible. While not required, regular participation is helpful to the animals at MCAS and keeps you connected with the rest of the MCAS team. If you cannot commit to regularly scheduled volunteer times, there are other ways you can volunteer. We always need help with special events and donation drives. Once you have completed the process to be a volunteer, you will receive emails about upcoming events and opportunities to get involved at MCAS.

How to Become a Volunteer at MCAS

Visit our online signup at:

- Step 1. Register Online** at <https://app.betterimpact.com/PublicOrganization/63ee133d-09cd-426c-a384-0224d44ed0f3/1> or <https://www.mcaspets.org/volunteer-new>. The link listed here directs you to the MCAS setup portal on the www.MyVolunteerPage.com website. Fill out the profile information to complete the initial registration as a volunteer. After creating your account, you can quickly log into your account via www.MyVolunteerPage.com.
- Step 2. Sign Up for Orientation** through the volunteer server. The link listed above will allow you to sign up to attend an initial on-site MCAS Volunteer Orientation. Currently, the class is offered every Saturday at 10:00 a.m. The class includes a classroom presentation and shelter tour. This class is a pre-requisite to performing any of the volunteer activities offered. Volunteers must wear long pants and closed-toed shoes to volunteer with MCAS.
- Step 3. (After Orientation) Sign Up for Volunteer Activities.** Assignments for a variety of volunteer duties are posted on the volunteer web page (www.MyVolunteerPage.com) and you are able to schedule yourself for various activities and shifts that fit your lifestyle and schedule. Once you have completed the initial volunteer orientation, login to the volunteer server and schedule yourself for all activities, orientations, or tasks you are interested in participating in at MCAS.

Volunteer Hours

Volunteers may only work at the Shelter between the hours of 9:00 a.m. and 5:00 p.m. unless approved otherwise by a Coordinator or Shelter Management.

Log Your Volunteer Service Hours

Log your volunteer hours on www.MyVolunteerPage.com or the app MyImpact after completing your volunteer service assignments. Logging time is important for the shelter for grant purposes, community support, and program development as well as volunteer appreciation! The hours log can also be used to submit to schools, businesses and organizations for proof of completion of required volunteer service hours. It is your responsibility to ensure that your hours are turned in accurately.

Contact Information

It is important to keep your contact information updated at all times. Volunteers should notify the Volunteer Coordinator of any changes in address, phone number, emergency contact or email address in a timely manner.

Code of Conduct

The volunteer's role is to assist with the operations of the Shelter. You are a representative of MCAS's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with staff. Conduct that interferes with or is disruptive to Shelter operations, is discriminatory, harassing, obscene, defamatory, threatening, vulgar or involves the mistreatment or demeaning of any patrons or staff, violates Shelter policies. Such actions may result in immediate dismissal from the MCAS Volunteer Program.

This Code of Conduct applies to online and/or written material as well as personal interactions with staff, other volunteers, and members of the public. Volunteers must adhere to these rules, as well as to the rules of the Shelter. The code of conduct is designed to help everyone understand what is expected while participating in the MCAS Volunteer program. In short, you should be dedicated to providing excellent service to our visitors, staff, and fellow volunteers. Violation of any of these rules may result in an immediate dismissal from the Volunteer Program.

Commitment

Individuals age 18 and above are requested to serve a minimum of fifty (50) hours during a 3-6 month period. Exceptions are made for volunteers seeking experiences that may be completed in a single day (e.g. special events, shadowing for a class, etc.). Volunteers between the ages of 16 and 18 are requested to serve a minimum of forty (40) hours within a 3-6 month period.

Missing Shifts

The animals and the MCAS team are counting on you. Missing volunteer shifts is unacceptable. When shifts are missed, slots that could have been staffed by other volunteers are left unfilled. If you are unable to fulfill a scheduled shift, you may attempt to change your volunteer assignment online twenty-four (24) hours prior to the assignment. If you are unable to alter your assignment online, you must contact the Volunteer Coordinator as soon as possible. Missing 3 or more assigned shifts without notification may result in your dismissal from the MCAS volunteer program.

Non-MCAS Guests/Pets

It is not appropriate to bring children or other individuals who are not registered MCAS volunteers or your own pets to the Shelter while you are performing volunteer services. Volunteers with unapproved guests or pets will be asked to leave.

Privacy Policy, Conveying Correct Information & Conduct with Clients

Please refrain from offering the public information on fees or policies. These questions should be referred to The Volunteer Coordinator. Personal information of customers of the Shelter, including their address, email, and phone number, are confidential and must not be disclosed to the public. Failing to respect patient and client information may result in immediate dismissal.

Behavior

Volunteers should always be respectful, pleasant, honest, and maintain professional boundaries. Volunteers should avoid socializing too much when on duty. Abusive or inappropriate language, drugs, alcohol, and illegal weapons are strictly prohibited during volunteer service.

Social Media

Volunteers must adhere to the following practices:

Do:

- Post links and positive comments about experiences while volunteering with MCAS.
- Celebrate successes. For example, recognizing great work by staff and other volunteers.
- Post positive comments about MCAS such as topics about animals, events, news and other animal related topics.
- Share, “Like”, react, and comment on MCAS social media posts.
- Take responsibility for ensuring that any references to MCAS policies and procedures are factual, complete, and accurate.
- Show respect for the individuals, partners, and communities with which they interact.

Do Not:

- Post photos or videos of animals or community members receiving services from MCAS without permission from MCAS administration.
- Disclose personal information of MCAS staff or other volunteers.
- Harass, bully, discriminate or post negative, obscene, or defamatory information about MCAS staff or other volunteers.

Dress Code

At all times when representing MCAS whether at the shelter or any other location, volunteers should come dressed with the understanding that anything worn will likely get dirty and potentially stained. When working with animals you are advised to cover as much of your body as possible to avoid scratches, exposure to zoonotic communicable illnesses, ringworm, mange (scabies), fleas and/or ticks. Volunteers are expected to exercise good judgement in matters pertaining to attire and grooming in order to project a positive public image. Apparel should be safe, neat, and of good taste. Inappropriately dressed volunteers will be asked to leave and change clothing before returning to complete their shift. As a MCAS volunteer, you are required to wear the following during each MCAS volunteer activity:

- **MCAS Volunteer ID Badge** – A volunteer ID badge will be assigned to you once you have completed your volunteer orientation and show up for your first shift. Single time volunteers will not receive MCAS volunteer ID badges. Volunteer ID badges must be worn by volunteers while working scheduled activities.
- **MCAS Volunteer Shirt.** It is imperative that all volunteers be dressed in MCAS apparel so that they are easily recognizable to the public. MCAS shirts should be worn by volunteers while working scheduled activities. Single time volunteers will not receive MCAS volunteer shirts.
- **Long Pants.** Long pants, such as jeans, khakis or slacks are required. No shorts, skirts, skorts, or other garments that expose portions of the leg to potential scratches or scrapes are allowed.
- **Close-toed Shoes.** Close-toed shoes with good traction must be worn. No sandals or flip flops will be permitted.

Storage of Personal Items

There are no convenient or secure places to store personal items at the Shelter. This includes the storage of food and beverages. Please leave all personal items at home or in your locked vehicle. MCAS cannot guarantee the safety of any personal items on Shelter premises.

Smoking

Smoking is prohibited inside the Shelter. Volunteers who wish to smoke must do so at the designated smoking area outside of the Shelter building. This area will be shown to you during orientation. While working at off-site events as a MCAS volunteer, you may not smoke except when on breaks and smoking must be done out of public view.

Drugs and Alcohol

Under no circumstances shall a volunteer work at our facility or off-site event while under the influence of drugs or alcohol. If a volunteer is suspected of being under the influence of drugs or alcohol, you will be asked to leave immediately and will be subject to dismissal from the MCAS volunteer program.

Cell Phones

While you are at the Shelter, we want you to be safe and keep your focus on the animals in your care and the customers in need of assistance. Volunteers are allowed to have their cell phones with them. However, cell phone use while handling or working with animals is prohibited because both hands must be available when handling the animals. Volunteer's full attention must be given to the animals at all times. If a volunteer wishes to photograph an animal, someone else should hold the animal.

If it is necessary for you to have your cell phone with you while volunteering, you should set the ringer to vibrate or silent, and only use your cell phone in areas outside of the public view when making personal calls. Earbuds, headsets, and headphones are also not allowed to be used at any time while volunteering at MCAS. Lastly, volunteers may not use their cell phones while interacting with MCAS customers unless the use is required to assist the customer.

Unauthorized Activities

Restricted activities include soliciting business, selling goods or services, requesting donations or signatures or distributing literature on MCAS property without approval from management. If you are unsure if an activity is within the scope of your volunteer placement, please speak with a staff member or volunteer coordinator.

Final Products

Products and deliverables generated as a result of participation in a MCAS Volunteer placement are the property of Montgomery County. These items should not be shared with outside entities without the consent of the director of MCAS. Examples include unpublished or otherwise unreleased information or documents, project plans for upcoming initiatives, etc.

Animal Care

MCAS expects that volunteers will treat all animals in the shelter's care with compassion. Volunteers should ask for assistance from a MCAS staff member when needed and use caution at all times. When handling an animal, volunteers must always have the appropriate kennel card with them for that animal. Do not handwrite messages on kennel cards. Volunteers should notify the Volunteer Coordinator of any observations or concerns you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases, remove sick animals from the shelter without permission from staff, or take any animals from the shelter without proper documentation and approval from the front counter staff or coordinators. Any volunteer doing so will be subject to dismissal.

Injuries

You are responsible for your own health and welfare. Please be sure to follow all signs and safety precautions. If an injury is suffered while volunteering, the injury must be reported immediately to the staff and an incident report must be completed. A first aid kit for the treatment of minor cuts or scratches can be requested from a staff member. Volunteers are encouraged to consult a physician, at their own expense, to decide on the best treatment.

Immunization & Testing

It is your responsibility to arrange for any recommended vaccinations and necessary testing & follow-up. The Shelter cannot reimburse you for any preventative procedures you may choose. You should consult with your primary care physician before beginning any volunteer program with the MCAS.

Health

If you are ill, you should remain at home and only return when you are well. However, please be sure to notify the coordinator if you will be absent due to illness.

Complaints

The Volunteer Coordinator is your point of contact regarding volunteering and Shelter activities. If you have questions, concerns, or a complaint regarding a staff member or an issue with MCAS policy, it should be directed to the Volunteer Coordinator. If you are not satisfied with the resolution, you may take your complaint or appeal any issues directly to the assistant director and/or director of MCAS.

If you have difficulties working with other volunteers or staff members please bring the situation to the attention of the Volunteer Coordinator as soon as possible. We want to resolve issues quickly so that we can all work effectively as a team. Immediately report anything you interpret as harassment from staff, other volunteers or the public, to the Volunteer Coordinator to ensure your safety and the safety of everyone on the premises.

Discipline

Montgomery County promotes a system of progressive discipline for its employees and MCAS extends that system to include our volunteers. Volunteers who commit minor violations of policy and procedure will be verbally counseled. Repeat, or more severe violations, such as disruptive behavior, habitual absenteeism, or purposeful misstatement of MCAS policies, may result in additional counseling or dismissal from the MCAS Volunteer Program.

Volunteer Term

Participating in the MCAS Volunteer Program is “at will.” At any time the volunteer or Volunteer Coordinator may terminate the volunteer relationship, with or without notice. As a courtesy, all parties should attempt to give the other reasonable notice if the relationship is expected to end soon. Dismissed volunteers will only be permitted entry to public areas within the Shelter at appropriate times.

Animal Care

It is expected that MCAS volunteers will treat all animals in the Shelter's care with compassion and gentleness. Volunteers should request assistance from MCAS staff when needed and use caution at all times. Please do not handwrite messages on kennel cards. If updates are appropriate, you should notify The Volunteer Coordinator so changes may be noted about an animal on the kennel card. Volunteers may not diagnose medical cases, remove sick animals from the Shelter without permission from the director, or take any animals from the Shelter without proper documentation and approval from the front counter or foster/rescue coordinators. Violation of this policy will subject the volunteer to dismissal from the MCAS volunteer program.

Handling of Animals

All Shelter animals must be handled and trained in the same manner. Only positive reinforcement training may be used on the animals. Yelling, hitting, rough handling, choke chains/prong collar, yanking of leashes or other similar treatment is prohibited. When handling an animal, volunteers must always have the animal's kennel card with them. The Shelter will provide treats for dogs and cats. **No outside food or treats are to be given to the Shelter animals unless requested or approved. This is strictly prohibited.**

All dogs must have a slip leash/harness on when removed from a kennel/cage (leashes may be obtained from the front counter). For safety reasons, collars are not used on the dogs while in their kennels. A dog may only be taken to one of the dog parks to run off leash if there are no other dogs in the park and the gate is locked prior to releasing the dog. The only exception to this is that kennel mates may be off leash together in a yard park when two volunteers are present. **NOTE: Only dogs that are approved by staff may be walked by volunteers. New strays, puppies under 6 months or that have fewer than 3 sets of vaccinations, injured/sick dogs, or dogs recovering from surgery may ONLY be handled by MCAS staff or a volunteer after obtaining permission from MCAS staff.**

Dog Guidelines

Shelter dogs are not the same as household dogs. A household dog knows his/her surroundings and is familiar with his/her owner's personality and expectations. Dogs in the Shelter are many times in a confused and stressed state. They are in an unfamiliar setting, surrounded by other equally stressed dogs, and are being handled by strangers, sometimes multiple times in a single day.

Volunteers should always follow the guidance of MCAS staff. If a volunteer is told that a certain dog can only be handled by a more experienced volunteer, the volunteer must accept the staff member's judgment. The Shelter is happy to train individuals to become experienced volunteers, but neither volunteers nor animals should be placed in a dangerous situation.

Volunteers should always use caution when dealing with dogs and be alert to their surroundings. The dog's body language should always be closely observed. If there are signs that a dog is nervous or fearful, the animal should be removed from the situation immediately.

It is easy to misinterpret what dogs are communicating. Volunteers can learn more about dog body language and training by speaking with the Volunteer Coordinator. Remember, the role of the volunteers is to keep the Shelter animals as stress-free as possible and to avoid situations that promote inappropriate behavior.

Dog Handling Requirements:

- Check the dog's kennel card first; this provides information about the dog.
- If a kennel card says "staff only", a volunteer should not enter that kennel.
- If a kennel card says, "do not touch", a volunteer should not touch the dog or put fingers into the kennel.

- Volunteers should handle only one dog at a time.
- Please only choose dogs appropriate for your size, age, and skill level.
- Maintain control of the dog at all times. Volunteers should never drop the leash or let a dog interact with another dog (Exception: Dogs Playing for Life™).
- The leash should be examined prior to use to ensure it is in good repair.
- When removing a dog from a kennel, the door should be opened slowly and just enough to allow the volunteer to enter. Once inside, stand directly in front of the door with a leash ready to slip over the dog's head and adjust as needed. Maintain a soft and even voice.
- Always approach the dogs calmly. If possible, wait for them to sit before opening the kennel. This will help train them to sit when a potential adopter approaches.
- Do not allow dogs to jump up or "play nip". When a dog jumps, it is jumping for attention. Remove the attention by turning and ignoring the dog until all four paws are on the floor. Then reward the dog with attention. Never hit a dog, hold a dog on the ground, yell at the dog, or push on them to get a desired behavior. The goal is for them to learn good habits, feel safe and build a trusting relationship with humans.
- A dog should never be left unattended and a volunteer should not ask someone else to return a dog to their kennel unless they are in need of assistance from another volunteer.
- A dog should never be put in a different kennel than the one they were in. If a volunteer is unsure of where a dog belongs, they should find a staff member to ensure that the dog is returned to the correct place. Not all dogs get along with each other. Placing a dog in the wrong kennel could cause a fight or introduce the dog to an illness.

Working Around Dogs

Volunteers should make every effort to avoid and prevent dog bites. Some suggested precautions include the following:

- Volunteers should read the kennel card completely before handling any dog.
- Volunteers should not handle any dog they feel may be a threat to themselves or to others. Any such concerns should be communicated to the Animal Care Technician ("ACT") or Volunteer Coordinator immediately.
- Volunteers should try to evaluate a dog's mood before approaching or entering the kennel.
- A volunteer should call for help if they feel at risk.
- If a dog is giving "unwelcome" signals (stiff body or trembling, cowering, head lowered, a hard stare with wide eyes, growling, lunging, showing teeth, etc.), the volunteer should immediately stop what they are doing, slowly back away, and alert a staff member.
- Volunteers should NOT turn their back on an angry dog. Instead, they should slowly back away.
- Volunteers should keep all dogs on a leash or confined to a specific room/yard.
- Volunteers should not walk dogs past each other and should keep dogs 10 feet away from each other if possible. Volunteers should take into consideration the length of the leash. In hallways or other confined areas it may be necessary for one volunteer to retreat in order for another person walking a dog to pass.
- A volunteer should never try to break up a dogfight. If a volunteer witnesses a dogfight, the volunteer must immediately seek assistance from a staff member. Exception: Dogs Playing for Life trained members. These members are trained to handle such situations.)
- If a dog gets off his leash, a volunteer should get help from another staff member immediately.

Letting staff know of a potential problem or change in behavior of an animal enables MCAS staff to market the dog to a rescue group or a home that is equipped to deal with a certain behavior. Failing to share concerns could result in a dog seriously injuring an unsuspecting member of the public or being returned to the Shelter after being adopted.

Bites/Play Nips

Preventing bites and "play nips" is not only important to the volunteer's health and well-being, but also to the dog's as well. The Shelter assesses every bite. Many adopters and rescue groups will not consider a dog with a

“bite history,” so bite prevention is very important. It is critical that volunteers learn basic dog behavior and not take unnecessary risks when working with dogs.

Volunteers must immediately report animal bites, scratches or potential rabies exposure incidents to the Volunteer Coordinator. If a volunteer is bitten while on duty, you must call Volunteer Coordinator and the animal must immediately be secured to prevent further injury to the volunteer or anyone else. Wounds must be washed thoroughly for a full five minutes with antibacterial soap. The volunteer must complete an incident report that describes the circumstances under which the bite occurred. As provided by state law, the dog will be quarantined for ten days and then have their behavior assessed. Most animals on the adoption floor will have already been fully vaccinated. This may be confirmed by reviewing the animal’s kennel card.

Cat Guidelines

Cats are very different than dogs. They respond to stimuli and display their stress and happiness in different ways. Volunteers can help cats to be happy and well-adjusted during their time at the Shelter. Domestic cats form bonds with their owners as well as with other animals in their home. The Shelter environment is very different from a home environment, and any animal that has lost its family will need help to adjust. When cats first arrive at the Shelter, they are often stressed. They are in an unfamiliar, frightening environment. Volunteers can help reassure the cats and put them at ease by speaking in a soft and even voice, petting them gently, and moving slowly around them. Cats that have recently arrived or that seem stressed should be handled carefully, but firmly and with confidence.

When working with a cat that is exhibiting strange, defensive, or aggressive behavior, the cat should be left alone and the behavior reported to the staff immediately. The cat may just need some time to calm down. Once a cat has been at the Shelter and has had time to adjust, they often seek attention. Time spent by volunteers grooming and petting cats is encouraged and beneficial.

While spending time with the cats in the Shelter, volunteers should do the following:

- Reinforce good behavior in response to bad behavior by discontinuing petting and walking away. This training helps a cat be more adoptable and reduces the chances they may be returned.
- Maintain low voice levels and a calm tone. Visitors, especially children, should be monitored and educated on how to respect the animals in their space. Volunteers should always recommend that visitors sanitize or wash their hands before petting other animals in the Shelter.
- Immediately alert staff and follow a cat if it escapes from its cage or from the cat playroom.
- Always pay attention to the cat’s body language.
- Take health precautions. Obey signs regarding sick rooms, wash hands often, and do not touch your eyes or put hands in your mouth.
- Report behavior or health concerns to the Volunteer Coordinator immediately.
- Brush cats to eliminate shedding fur and mats. You should request assistance if a cat is excessively matted. Always wash brushes thoroughly between cats to avoid the transfer of contagious disease.

Signs of Illness

Maintaining the health of Shelter animals and helping to prevent the spread of disease is everyone’s job. If a Shelter animal shows any signs of illness, their kennel card should be read to determine if the symptom has already been noted and if treatment has been started. If there is no notation on the kennel card, or if symptoms seem to have worsened, staff should be notified immediately. Any animal showing signs of illness should **not** be removed from its kennel by a volunteer. Please seek assistance from the Volunteer Coordinator.

Volunteers should be on the lookout for symptoms such as:

- Diarrhea
- Vomiting
- Eye discharge/nasal discharge

- Sneezing/coughing
- Anorexia (loss of appetite)
- Lethargy (lack of energy)
- Dehydration
- Abnormal walking or muscle control
- Excessive salivation

This list is not exhaustive. If other symptoms are noticed that raise a concern, a staff member should be notified. It is better to be safe than sorry when trying to keep the Shelter animals healthy.

Injured Animals

Volunteers should not handle injured animals. If a volunteer notices an animal has been injured, they should immediately notify The Volunteer Coordinator.

Zoonotic Diseases

A zoonotic disease is something that can be transmitted from animals to humans. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and arthropods. Extreme caution should always be used when volunteering in the Shelter. Hands should be washed regularly. Gloves should be worn when appropriate.

Some types of zoonotic disease include, but are not limited to:

- Campylobacteriosis
- Giardiasis
- Hookworm
- Roundworm
- Salmonellosis
- Toxoplasmosis
- Ringworm
- Scabies
- Bordetellosis
- Pasteurella
- Rabies
- Leptospirosis

Special considerations for immunocompromised people. Zoonotic diseases may be more severe for immunocompromised people. People at an increased risk include those with HIV/AIDS, chemotherapy patients, those being treated for an immune mediated disease, those with organ or bone marrow transplants, the elderly, the very young, and pregnant women. Volunteers who meet any of the above mentioned conditions should consult their physician before working at the Shelter or before deciding to add an animal companion to their home.

Prevention

To prevent the spread of disease from animal to animal or animal to human, volunteers should do the following:

- wash hands thoroughly with soap and hot water or with hand sanitizer after handling any animal;
- wear disposable gloves when appropriate (cleaning up feces or other animal fluids, etc.) or when advised by staff;
- wear clothes that are exclusively used when volunteering at the Shelter (including shoes) if possible;
- check the soles of their shoes before leaving the Shelter and remove shoes before entering their home;
- prevent animal waste from building up in the environment; and
- maintain a regular program of veterinary care for their personal animals.

To prevent accidents, volunteers should never handle an animal they are unsure of or are unable to handle. Volunteers should also use caution when handling cats as they may scratch or bite. They must also immediately report to a staff member when an animal has urinated or defecated on the floor outside of a kennel or clean up the soiled area following the protocols learned in training.

Cleaning protocols

The Shelter uses Accel to disinfect the kennels. Volunteers should use caution around any chemical cleaner and only use after being directed to by a MCAS staff member. Volunteers should disinfect their hands with hand sanitizer after touching an animal. Never touch another animal without properly sanitizing your hands in between. Failure to sanitize can result in spreading disease. The public should also be educated about the importance of proper hand sanitizing when they visit the Shelter.

Working with MCAS

Media Relations

Volunteers are specifically prohibited from speaking on behalf of MCAS with any representative of the media. All media questions must be directed to the Shelter Director.

Authorized, Restricted, and Unauthorized Areas

Volunteers, fosters and rescue groups are permitted to access the public areas of MCAS during normal operating hours. Admittance is prohibited to restricted areas, including but not limited to surgery, treatment, medical, quarantine, and receiving areas. Some volunteer activities may include access to restricted areas. Unless being escorted by a MCAS staff member, at no time are any volunteers, fosters or rescue groups to walk through or spend time in unauthorized areas.

Euthanasia

Euthanasia is an unfortunate occurrence at MCAS. It is always our last option and we always strive to place an animal into a good home first. As a volunteer for MCAS, you may be exposed to animals facing euthanasia. However, you will never be required to witness an actual procedure. MCAS uses a humane sodium pentobarbital solution injected intravenously. Please be aware, this is a daily reality at Shelters and our staff has to deal with its administration and its effects. If you are not comfortable being in a facility where this occurs, you may be better suited volunteering at another worthy animal shelter or agency in the area.

Disease Control

MCAS is responsible for ensuring public safety. This includes rabies control and other zoonotic disease containment. As a volunteer at MCAS, you must be sure to wash your hands frequently as well as clean all animal handling equipment thoroughly to prevent the spread of disease in the Shelter.

If you are bitten or scratched, you must report the incident to the Volunteer Coordinator. Be sure to have the name of the animal and animal ID ready. The animal may be quarantined for observation. You are responsible for your own personal health and will be advised to seek medical treatment at your expense from your doctor.

Community Groups and Events

Ad Hoc Activities and Events

MCAS schedules and plans activities and events (on-site as well as off-site) for adoptions, public awareness campaigns, and other outreach initiatives several months in advance. As such, MCAS has established protocols, procedures, branding standards and assigned resources. All activities and events either on the MCAS premises or located off-site must be coordinated and approved by MCAS management at least 45 days in advance. Unapproved, unscheduled or impromptu activities or events will not be supported or endorsed by MCAS.

Volunteer Groups or Organizations

Any groups or organizations wishing to hold an event or group volunteer project must contact the Volunteer Coordinator in advance to make such arrangements. Groups will not be allowed to assemble at an event or on-site function and promote their business, cause or messaging without prior approval from MCAS management.

Rescue Groups

While we hope to find homes for all the animals that come into the Shelter, the reality is we receive many more animals than we have people who want to adopt. That is where rescue groups come in. Rescue groups are organized 501(c)3 groups that transfer animals from the Shelter into their program to care for and place the animal into a permanent home. In 2016, MCAS partnered with over 100 rescue groups.

All first-time rescue groups that wish to transfer an animal from MCAS must submit documentation validating they are a 501(c)3 and be approved by the Rescue Coordinator. Each rescue group will need its own signed rescue contract completed before animals can leave the Shelter. There is no charge to registered rescue groups to transfer animals from our Shelter into their care.

Fosters

Every day at the Shelter, previously homeless dogs and cats make their way into forever homes through the process of adoption. While many pets become adoption-ready soon after their arrival at the Shelter, our foster program is crucial for achieving an adoption outcome for dogs and cats in need of an extra bit of care in becoming ready and available for their forever families. Most commonly, these fosterable animals are ones especially vulnerable to illness due to age or weight, or are in need of care for an existing health issue. In other instances, a fosterable animal may in fact already be adoption-ready yet need foster care in order to attend an off-site adoption event or prepare for release to a rescue transport. Supporting all such animals as they make the journey from fosterable to adoptable is the primary purpose of the MCAS foster program.

For more information regarding policy and procedures for fosters, please refer to the Foster Handbook.

Volunteer Jobs

- Adoptions Host
- Dog Walker
- Cat Handler
- Photographer/Photographer's Assistant
- Vet Staff/Surgery Assistant
- Marketing/Communications Team Member
- Off-site Adoption Team Member
- Dog Bather
- Laundry
- Lobby Greeter
- Dogs Playing for Life

Adoption Host

Due to the increased outreach work MCAS is doing, our adoptions are increasing! That means we have many new adopters coming to MCAS who need your assistance finding that special pet.

Key Responsibilities

1. Provide excellent personal interaction with potential adopters so that they have a wonderful adoption experience to share with others.
2. Help adopters find the animal they are looking for by talking with them about their lifestyle and home environment and helping them find an animal to match.
3. Assist with the movement of animals in and out of their kennels and cages so that adopters have the opportunity to interact with the animals.
4. Assist adopters with the adoption process.
5. When there are no adopters to be helped during an assigned shift, an adoption host may help walk dogs or socialize cats.

Qualifications

1. Able to maintain a positive and professional attitude with adopters.
2. Be 18 years of age or older.
3. Attend Adoption Host class.

Location

MCAS grounds and facility.

Time

Daily from 11:30 a.m. – 5:00 p.m. (excluding Mondays).

Tasks

1. Report to the Volunteer Coordinator or the front counter at MCAS and let them know you are available to assist adopters.
2. Escort adopters through MCAS and help them find a dog or cat to adopt.
3. Remove the dog from its kennel and bring the dog to the meet and greet area or one of the dog parks so that the adopter has a chance to interact with the animal. The same applies for interacting with cats in the cat rooms.
4. If a match is found, return the animal to the cage and help the adopters bring the kennel card up to the front lobby where they can fill out the adoption application.
5. Facilitate the completion of the adoption as necessary and follow all directions from the front counter staff.

Dog Walker

Dogs in our adoption rooms typically stay with MCAS for several days and need some exercise and excitement. As a volunteer, you can provide them with playful companionship.

Key Responsibilities

1. Safely provide the dogs in your care with a relaxing but playful experience.
2. Help ensure that all of the dogs in the adoption rooms have the opportunity to enjoy time outside.

Qualifications

1. Be 16 years of age or older.
2. Have an understanding of basic dog body language.
3. Have an understanding of what your body language tells a dog.
4. Have knowledge of positive reinforcement training.
5. Have the ability to walk shelter dogs who often pull and are medium to large size animals.
6. Know your limits. Volunteers will never be asked to walk a dog they are not comfortable walking.
7. Wear long pants and closed toe shoes.

Location

MCAS grounds and facility.

Time

Daily from 9:00 a.m. - 5:00 p.m. We encourage volunteers to walk the dogs at MCAS as much as they can and as often as possible.

Tasks

1. Once signed up to be a dog walker you will need to meet with the Volunteer Coordinator or Animal Care Technicians ("ACT") working in one of the dog adoption rooms. They will tell you which dogs to start walking first.
2. The staff will also provide you with a leash if you do not have one of your own. Only a slip-lead or kennel rope style leashes may be used.
3. Follow the dog walking techniques you learned during orientation and be sure to always put the dog back in the same kennel where you found them.
4. Dogs should not interact with any other dog besides their kennel mate.
5. Do not walk any dog you do not feel you would be able to control or are uncomfortable handling.

Cat Handler

We need help making our adoption areas presentable for adopters. Volunteers can help by washing food bowls, laundry, sweeping, mopping, wiping down walls and windows, and socializing with our furry feline friends!

Key Responsibilities

1. Safely provide the cats with a relaxing but enjoyable experience.
2. Ensure that all of the cats have a clean environment and fresh food and water.
3. Socialize and play with the cats.
4. Volunteers are encouraged to take photographs of the cats interacting with each other or with people for MCAS to use in its marketing materials. Volunteers may use their own cell phone camera or digital camera for this and can send pictures with the animal ID number to MCASVolunteer@gmail.com.
5. Pictures taken will be included in the Shelter's database and on the kennel sheet. In addition to being a "good picture" the picture should also display the animal's identifying markings.
6. Pictures must be cropped square, be a minimum of 72 dpi, and be between 1000x1000 and 1500X1500 pixels each. Final file size for each picture should be between 400KB and 1.5 MB.

Qualifications

1. Must enjoy interacting with cats.

Location

The cat rooms at MCAS.

Time

Daily from 9:00 a.m. – 5:00 p.m. Cat handlers may also visit with the cats after adoptions open at 11:30 or they may work on other projects at that time with the animal care technicians as needed.

Tasks

1. Meet with the ACTs working in the adoption areas when you come to MCAS. They will tell you what to do first.
2. Follow all directions from the ACTs and ensure that all cats in your care are accounted for at all times. Do not take a cat outside of the room unless specifically asked to move the cat.
3. After the adoption areas have been prepared, you can work on socializing with the cats to ensure that they are highly interactive with adopters.

Photographer/Photographer's Assistant

Having good photos of the animals at MCAS is one of the most important aspects of marketing them online and in social media.

Key Responsibilities

- Take and assist in taking formal profile pictures and candid photographs of the dogs or cats that can be used for MCAS kennel cards and marketing materials.
- Assistants should follow all instructions for dog walking or cat handling.

Qualifications

- Be 16 years of age or older.

Location

MCAS grounds and facility.

Time

Candid photos can be taken any time the volunteer is at the Shelter. Formal picture sessions last two to three hours a week as scheduled with a lead photographer. Lead photographers will notify volunteers on scheduled dates and times the team will meet.

Most Sundays 11:00am to 1:00pm

Tasks

1. Meet with lead photographers for instructions on which animals need to be photographed.
2. Pictures taken will be included in the Shelter's database and on the kennel sheet. In addition to being a "good picture" the picture should also display the animal's identifying markings.
3. Pictures must be cropped square, a minimum of 72 dpi, and between 1000x1000 and 1500X1500 pixels each. Final file size for each picture should be between 400KB and 1.5 MB.
4. All pictures should be emailed to MCASVolunteer@gmail.com within 24-48 hours of the photo session.
5. Volunteers are encouraged to write positive comments about dogs or cats they photograph.

Contact Information

- To join the team responsible for taking formal pictures of the Shelter animals for use as their profile picture on their kennel sheet, online and for social media please contact MCASVolunteer@gmail.com for details about days and times the weekly photo sessions occur.

Vet Staff/Surgery Assistant

Are you interested in veterinary sciences? If so, you may be a great vet staff/surgery assistant and help our team with surgery prep and vet work. These volunteers will be working alongside our veterinarians and veterinary technicians to help them increase our surgery capacity and get more animals spayed/neutered.

We are ramping up our surgery efforts in order to get more animals placed into good homes. You can help by transporting dogs and cats to the surgery rooms for their sterilization procedure. Sterilization is a crucial part of the adoption process.

Please see the Volunteer Coordinator to become approved to work in the surgery area. You will need to be scheduled and paired with an experienced volunteer.

Key Responsibilities

1. Assist with surgery setup, tool preparation, animal preparation, and other related duties.
2. Assist with closing surgery area for the day, preparing tools for the next day, post-surgical animal care, and best of all, presenting animals to their new adopted families.
3. Ensure that all areas of the surgery area are sanitized and ready for surgery, as needed.
4. Any other tasks as directed by vet staff.

Qualifications

1. Be 18 years of age or older unless approved by veterinary management team.
2. Be comfortable with surgery room processes.

Location

MCAS facility.

Time

1. Sunday-Friday, 7:30 a.m. - 6:00 p.m.

Tasks

1. Go to the clinic area using the left door entrance to the building.
2. Meet with the veterinary technicians and follow their instructions.

Marketing/Communications Team Member

We want to establish a strong publicity team for our campaigns and we are glad to have your support. If you have talent and experience in graphic design, media contacts, or if you have commercial printing capabilities, we can use your help. If you have media contacts, we need your help.

Key Responsibilities

1. Provide any assistance needed by the Marketing/Communications Team Leader.
2. Promote MCAS throughout the county under supervision of the marketing/communications team leader.
3. Design marketing/adoption campaigns for MCAS based upon defined mission and goals.
4. Distribute approved materials in key locations for mass media.

Qualifications

1. Experience in graphic design preferred.
2. Good interpersonal and communication skills.
3. Media contacts a plus.
4. Basic computer skills.

Location

At your home, around the community and occasionally at MCAS.

Time

Varies depending on the project.

Tasks

1. Distribute all flyers and other publicity materials received in your email throughout your community.
2. Share positive MCAS materials through email on Facebook, Twitter, and other mass media locations.

Contact Information

- Contact the marketing team at MCASVolunteer@gmail.com

Off-site Adoption Team Member

Join a great off-site adoption team on select weekends to help place animals into good homes!

Key Responsibilities

1. Assist the lead volunteer or Volunteer Coordinator as needed at adoption events.
2. Ensure that all animals are cared for and their cages are properly maintained during adoption events.
3. Assist potential adopters in viewing animals and handling the animals.
4. Play with cats as needed and promote their adoption.
5. Ensure potential adopters use proper animal handling techniques.
6. Maintain control of all animals at all times.
7. Ensure that minors do not handle/control adult dogs.
8. Ensure that dogs are separated to avoid the risk of fighting.
9. Ensure all adoption counseling procedures are handled in accordance with MCAS policies.
10. Ensure that new adopters are properly informed of their new responsibilities as pet owners.
11. Ensure safety measures are followed during the adoption event.

Qualifications

1. Be 18 years of age or older.
2. MCAS Volunteer shirt is required at this event.
3. A positive attitude and professional demeanor.
4. Good interpersonal and customer service skills.
5. Attend Adoption Host training.

Location

Various off-site locations.

Time

Saturdays and Sundays from 9:00 a.m. - 5:00 p.m. as scheduled. These times are subject to change.

Dog Bather

Dogs come to the shelter in varying levels of cleanliness. These dogs may stay for as little as a few days or as long as a few months. Volunteers can help make them more adoptable and comfortable by giving them a bath.

Key Responsibilities

1. Safely take dogs in your care to the grooming room to be bathed and dried.
2. Help ensure that all dogs in the adoption rooms are clean and presentable.
3. Ensure the grooming room remains clean at all times.

Qualifications

1. Be 16 years of age or older.
2. Have an understanding of basic dog body language.
3. Be comfortable and physically able to lift dogs into and out of the grooming tub.

Location

MCAS facility.

Time

1. Daily from 9:00 a.m. – 5:00 p.m.

Tasks

1. Check with Volunteer Coordinator or MCAS staff to identify animals in need of a bath.
2. Remove the dog from the kennel and take it to the grooming room.
3. Lift the animal into the tub area and secure them with a leash to the tub.
4. Use appropriate shampoos as provided.
5. Use towel to thoroughly dry the animal.
6. Place wet towels in laundry bin.
7. Return the animal to its assigned kennel.
8. Do not bathe dogs with a do not bathe sign.

****Note – Volunteers should never leave an animal in the tub unattended.**

Laundry

We go through a lot of towels and blankets here at the shelter. Volunteers can help us maintain a clean supply of linens.

Key Responsibilities

1. Wash, dry, and fold towels and blankets.
2. Return clean linens to designated areas.
3. Help keep laundry room clean and tidy.

Qualifications

1. Must be comfortable handling soiled linens.
2. Must be comfortable handling laundry detergent and bleach.

Location

MCAS facility.

Time

1. Daily from 9:00 a.m. – 5:00 p.m.

Tasks

1. Fill washing machine three quarters full with the soiled linens from the dirty laundry bin or shelving located outside the laundry room. Disposable gloves are provided in the laundry room.
2. Turn washer on.
3. Once wash cycle has finished, transfer clean wet linens from washing machine to dryer and start dryer cycle.
4. Fold clean linens and store them either on shelves in laundry room or shelves in the grooming room.
5. Make sure clean linens are stored in tidy stacks on shelves.
6. Lint trap should be checked after each load and cleaned as necessary.

Lobby Greeter

We need greeters who are outgoing and friendly.

Key Responsibilities

1. Welcome the public and manage lobby traffic.

Qualifications

1. Must be 16 years and older

Location

MCAS facility.

Time

1. Daily from 11:30 a.m. – 5:00 p.m. except Mondays,

Tasks

1. Welcome and greet the public in the lobby. Ask “How can I help you” and direct them according to their needs.
2. If owner is surrendering animal, direct them to the proper form and ask that the animal be left in their vehicle.
3. Verify adopters have completed the adoption contract.
4. Keep the line along the wall to not block the entrance.
5. After adoption is processed, scan cat or dog to verify that the chip number matches the paperwork.

Dogs Playing for Life

Dogs Playing for Life (DPFL) is an enrichment program that allows dogs to socialize and play with other dogs in playgroups for exercise and to increase their mental and emotional stimulation.

Key Responsibilities

1. Dog Runner
2. Notetaker (requires training)
3. Yard Handler (requires training)

Qualifications

1. Must be 16 years old or older.

Location

MCAS facility.

Time

1. Sunday, Wednesday and Friday from 9:00am-11:30 am (times and days subject to change)

Tasks

1. Dog Runner- brings dogs from the kennel to the dog play yards
2. Notetaker- records dog information, directs dog to correct playgroup, enters notes from yard handler.
3. Yard Handler- Manages the dogs in a playgroup. Must be confident in handling a large group of dogs as well as potentially breaking up a dog fight. A basic understanding of dog body language is necessary

Volunteer Acknowledgement

Volunteer Acknowledgement

I, _____ (print name), I acknowledge receiving a copy of the Montgomery County Animal Shelter ("MCAS") Volunteer Handbook. I understand that it is my responsibility to familiarize myself with these policies and follow them accordingly. I acknowledge that as a participant in the Volunteer Program, I am a volunteer and no compensation or remuneration shall be forthcoming from the Shelter or the County. I acknowledge and understand that I will not receive any salary or reimbursement, nor am I entitled to any County benefits.

I confirm that I have received, read and understand the Volunteer policies. By signing this acknowledgement, I agree to abide by and to conduct my activities in accordance with MCAS rescue policies and procedures and understand that breach of these standards may result in my suspension or dismissal from the Volunteer program.

Volunteer Signature

Name (Printed)

Date

Parent Signature if under 18

Name (Printed)

Date

MCAS Coordinator Signature

Name (Printed)

Date

Volunteer Liability Waiver and Release

Volunteer Liability Waiver and Release

I, _____ (print name) wish to provide volunteer services for the Montgomery County Animal Shelter ("MCAS"). I recognize that in handling animals and performing other volunteer tasks a risk of physical injury exists including, but not limited to, severe injury including disease or death, that could be caused by the animals. I certify that I am in good physical health and do not have any health or medical conditions that would preclude me from volunteering for the MCAS nor have I been advised to avoid volunteering for the MCAS by a qualified medical professional.

In consideration of the permission granted to me by the MCAS to participate in this volunteer work, on behalf of myself, my heirs, personal representatives, and executors:

I ASSUME ALL RESPONSIBILITY AND RISK OF INJURY AND/OR DISEASE THAT MIGHT OCCUR TO ME OR MY PROPERTY AND AGREE TO WAIVE, INDEMNIFY, HOLD HARMLESS, RELEASE, AND DEFEND THE MCAS AND MONTGOMERY COUNTY, ITS OFFICERS, AGENTS, SERVANTS, AND EMPLOYEES, FROM ANY AND ALL LIABILITY, CLAIMS, SUITS OR ACTIONS, FOR PROPERTY DAMAGE OR LOSS, OR PERSONAL INJURY, INCLUDING DEATH, SUSTAINED BY ME IN CONNECTION WITH MY VOLUNTEER SERVICES, WHETHER OR NOT DAMAGES OR INJURIES ARE CAUSED DIRECTLY OR INDIRECTLY BY MY NEGLIGENT OR GROSSLY NEGLIGENT ACTIONS OR OMISSIONS OR THE NEGLIGENT OR GROSSLY NEGLIGENT ACTIONS OR OMISSIONS OF OFFICERS, AGENTS, SERVANTS, VOLUNTEERS OR EMPLOYEES OF THE MCAS OR MONTGOMERY COUNTY. FURTHERMORE, I HEREBY ASSUME ALL RESPONSIBILITY AND AGREE TO WAIVE, INDEMNIFY, HOLD HARMLESS, AND DEFEND MONTGOMERY COUNTY, ITS OFFICERS, AGENTS, SERVANTS, AND EMPLOYEES, FROM ANY AND ALL LIABILITY, CLAIMS, SUITS OR ACTIONS, FOR PROPERTY DAMAGE OR LOSS, OR PERSONAL INJURY, INCLUDING DEATH, SUSTAINED BY OTHERS RESULTING FROM MY NEGLIGENT OR GROSSLY NEGLIGENT ACTIONS OR OMISSIONS WHILE PERFORMING VOLUNTEER SERVICES.

I further understand and agree that as a volunteer, I am not an officer, agent, or employee of Montgomery County, and that my service in volunteer activity shall not be construed or interpreted as that of an officer, agent, or employee of Montgomery County, and that the doctrine of respondeat superior shall not apply between the MCAS or Montgomery County and me.

NOTICE: I acknowledge my participation with the animal shelter involves animals whose actions are unpredictable. I understand I should use good judgment in handling animals only that I have been instructed or trained to work with. It is my responsibility to seek assistance from The Volunteer Coordinator should I have any questions or concerns about a particular animal. I hereby accept the limits of liability and inherent risks associated with working with any animals associated with the MCAS.

Volunteer Signature

Name (Printed)

Date

Parent Signature if under 18

Name (Printed)

Date

Email Address

Home Phone

Cell Phone

MCAS Coordinator Signature

Name (Printed)

Date