

Fort Wayne Animal Care & Control

VOLUNTEER MANUAL



Fort Wayne Animal Care and Control
HELPING PEOPLE . HELPING ANIMALS

Welcome to Fort Wayne Animal Care & Control. We are thankful for your willingness to designate some of your spare time to assist the animals and our staff. Without caring and dedicated volunteers such as yourself, much of the programming you will learn about would not be possible. Your time and efforts are extremely valuable to us and we are sure you will find your work with us fulfilling in many ways. Every task performed by volunteers makes a significant contribution to the animals, the shelter, and the community. Whether you spend your moments walking a dog, matching a family to their new 'fur-ever' friend, helping maintain our endless loads of laundry, or assisting customers at our welcome counter, you are now part of an amazing agency dedicated to providing the most for every animal in our care. We welcome you with open arms and are more than grateful for your time and efforts.

*Sincerely,
Amy-Jo Sites, Director*



I continue to be astounded at the amount of dedication that is continually given by our dedicated volunteers. I am honored to have the opportunity to know these awesome individuals who show up day in and day out with smiles on their faces, knowing they stand behind our mission to help animals in our community. I am excited to get to know you and have the opportunity to work beside you.

*Sincerely,
Emilee Smith, Volunteer Coordinator*



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Animal Care and Control

City of Fort Wayne
 Division of Public Safety
 3020 Hillegas Road, Fort Wayne, IN 46808
 Website: www.fwacc.org

Hours of Operation

Adoptions

Mondays- Closed
 Tuesdays- 12:00pm-5:30pm
 Wednesdays- 12:00pm-6:00pm
 Thursdays- 12:00pm-5:30pm
 Fridays- 12:00pm-5:30pm
 1st and 3rd Saturdays of the month- 11:00am-3:00pm

Business Office/Receiving Lobby

Mondays- 11:00am-6:00pm
 Tuesdays- 11:00am-6:00pm
 Wednesdays- 11:00am-6:00pm
 Thursdays- 11:00am-6:00pm
 Fridays- 11:00am-6:00pm
 Saturdays- Closed

Phone Numbers

Volunteer Coordinator: Emilee Smith	260-427-2579
Main Line	260-427-1244
Fax	260-427-5514
Adoptions	260-427-5502
After Hours/Weekend Animal Dispatch	260-449-3000

If you cannot be here for your scheduled volunteer time, please call the Volunteer Coordinator at 427-2579 or call our internal phone line at 427-5506 and ask to speak to a Supervisor.

*If you need to leave an emergency number for someone to contact you while volunteering on-site, please use 427-5506. **This number is to be used only for emergencies.***

MISSION STATEMENT

Guided by the humane ethic and livability interests within our neighborhoods, the mission of Fort Wayne Animal Care & Control is to ensure public health and safety as well as prevent pet overpopulation, animal neglect, and animal cruelty through education, rescue, and law enforcement.

HISTORY

The Fort Wayne Humane Society, through many generous contributions, opened their animal shelter in 1945. In 1947, when funding was cut from the community trust, the organization gave the responsibility for the shelter to the City of Fort Wayne. The shelter's duties were expanded to include not only protection of animals but municipal animal control and public safety.

The City Council adopted the ordinance creating Fort Wayne Animal Care and Control (FWACC) in 1982. The ordinance delineates the laws to be enforced and the responsibilities of the Department toward achieving an overall professional and quality program. In November 1998, Animal Care and Control moved from the building located on Dwenger Ave. into the facilities at 3020 Hillegas Road.

The **Animal Care & Control Commission** consists of a five-member advisory board, each appointed to serve a three year term. City Council appoints two members and the Mayor appoints three. The Commission meets openly every month from January to November. These dedicated officials act as the citizens' advisory board to the Mayor. They also oversee, according to strict guidelines, the Animal Care Fund. This fund includes wills, bequests, and other contributions.

GOALS AND OBJECTIVES

The Department of Animal Care and Control carries out public safety and service tasks. Animal Care & Control staff protect citizens from threatening animals, enforce animal related laws, protect the city's animal population, and educate the public regarding safety, the surplus animal problem, and the humane care and treatment of animals.

1. To protect both citizens and animals using modern ordinances and state laws to reach compliance when necessary.
2. To encourage responsible pet ownership and to reduce the number of unwanted domestic animals in Fort Wayne, subsequently reducing the number of animals currently being euthanized.
3. To increase the level of responsible pet ownership thus reducing animal related problems at the neighborhood level and indiscriminate breeding of animals in the city.
4. To increase education levels of both children and adults relative to safety, humane care and treatment of animals, responsible pet ownership and the plight of unwanted animals.
5. To continue promotion of the Spay Neuter Assistance Program (SNAP) for families unable to afford spay or neuter surgery for their pet.
6. To increase proper licensing of pets for safe return and protection.

CITY POLICIES

Fort Wayne Animal Care & Control is a Department of the City of Fort Wayne. The following City policies pertain to volunteers as well as staff.

Non-discrimination Everyone at Animal Care and Control is to be treated with courtesy and respect irrespective of race, creed, age, sex, ethnicity, disability, personal appearance, or social or intellectual status. Everyone includes not only staff and volunteers, but guests in the Adoption Center and Receiving.

Sexual Harassment Sexual Harassment will not be tolerated. Harassment is defined as a sexual advance, request for sexual favor, or other verbal or physical conduct of a sexual nature. Such conduct has the effect of interfering with an individual's work or creates an intimidating, hostile or offensive environment. Sexually offensive behavior is defined to include explicit or derogatory statements, pictures, actions, or gestures of a sexual or sexually biased nature. Offensive conduct is a subjectively defined behavior, which can be committed by anyone against anyone else and can occur in three basic forms. They are:

- Physical* - unwanted touching, pinching, grabbing, patting, barring access, etc.
- Verbal* - unwanted request for dates, sexual favors, lewd or suggestive comments, nicknames, etc.
- Visual* - unwanted exposure to sexual photos, drawings, cartoons, graffiti, etc.

If a volunteer feels he/she has been or is being sexually harassed, report this abuse to either the Volunteer Coordinator or the Director. If a volunteer ever feels they are in an intimidating, hostile or offensive environment due to the actions of a guest, the volunteer has every right to request the guest to leave immediately. If a volunteer is found to be sexually harassing another volunteer, a staff member, or a guest, they will be asked to resign.

Personal Protection Devices are not permitted on City property.

Smoking- The City of Fort Wayne is smoke-free. Volunteers who smoke must smoke outside the building and at least 20 feet away from an entrance.

Drugs and Alcohol - The City of Fort Wayne has zero tolerance for drug and alcohol use. If a volunteer comes to their shift under the influence of drugs and/or alcohol, a ride home will be provided immediately and the volunteer will be asked to resign. If a volunteer suspects a guest is under the influence of drugs or alcohol, they should contact a supervisor immediately.

Media- If a member of the local media (television, radio and newspaper) should ask for information or a quote about ACC, please, without making any response to the media, find a supervisor.

Ethics and Confidentiality- Volunteers may have access to privileged information, such as the name of a complaining party, or why an adoption was denied. This information is confidential and is not ever to be disclosed by a volunteer or to be used for personal gain. If a volunteer violates the code of confidentiality, they will be asked to resign. The person revealing confidential information may be sued in slander/libel litigation.

VOLUNTEER PURPOSE STATEMENT/GENERAL VOLUNTEER INFORMATION

The goal of volunteer engagement is to support staff in meeting the mission of the organization.

- Must be 18 years of age or older
- No history of violence, theft, or extensive drug use in the last 10 years
- Must commit to coming on a regular schedule for at least 3 months
- Follow all volunteer department guidelines and procedures
- Have a positive attitude
- Have strong verbal communication
- Have an eagerness to learn and develop skills
- Ability to work well independently and within a team
- Attention to detail

VOLUNTEER POLICIES

The following are policies specific to volunteers at Animal Care and Control. Failure to follow these policies may result in discipline, up to and including termination.

Customer service- Guests should always be treated with the utmost courtesy. If a guest asks a question and a volunteer does not know the answer, he or she should find an available staff member or write down the name, phone number and question of the guest for staff follow-up. If a volunteer should ever find himself or herself in a situation with a guest who becomes irate, demanding, or belligerent, they should not attempt to address the guest's needs alone. The volunteer should politely excuse him or herself and ask a staff member to intervene. The staff member will either handle it or seek assistance from a supervisor. If a situation arises where a guest wishes to engage in conversation about a policy the volunteer will seek an available staff member for intervention. If this is not possible, then please take the guest's name and number and forward it to the appropriate supervisor.

Parking- Volunteers are asked to park along the south side of the parking lot, leaving the closest parking for guests dropping off and picking up animals.

Building Entry- There are two entrances into Animal Care & Control that are unlocked during normal business hours. If you have obtained permission to volunteer during non-public hours, please ring the doorbell. Volunteers entering and exiting the building when the doors are locked are asked to secure the door with an extra hard tug. The double door system creates an air lock and the door does not always latch closed.

Dress Code- Animal Care and Control wants to maintain a high profile of professionalism and volunteers contribute by maintaining good hygiene and a well-groomed appearance. Some general rules do apply, as safety is a major consideration. Washable heavy clothing is recommended. Thicker clothing and shirts with long sleeves will help protect against scratches and are strongly encouraged. Volunteers interacting with the public are asked not to wear tee shirts with printed advertising as this may be interpreted as ACC endorsement. Closed-toe, rubber-soled shoes, such as athletic shoes with socks are required for volunteers. Inappropriate clothing that would be distracting and a safety hazard includes: crop, halter and tube tops, torn pants, studded jewelry, and sandals.

Name Badges- Volunteers are asked to wear their name badge when volunteering as part of building security.

Cell Phones- We understand that volunteers may need to carry their cell phones with them during their volunteer shift. However, we ask that you keep them on silence/vibrate and step away to make calls to demonstrate the best customer service to our guests. Spending too much time on your cell phone can also cause you to not pay close attention to the animals you are interacting with which is a safety hazard.

Volunteer Sign-in- There is a computer in the Volunteer Office where all volunteers will log their hours. These records are important in determining volunteer recognition and when applying for grants. At the end of the year, volunteers may request a record of their volunteer service for purposes of a tax deduction.

Friends & Family-Volunteers are asked not to invite friends and family members to come to ACC while the volunteer is working unless the friend or family member is also a volunteer. Relatives of volunteers may volunteer but are asked to meet the same requirements as all the other volunteers. It is normal to want to share your fabulous new experiences with your friends and family. Although family may visit our adoption areas, please refrain from offering tours.

Breaks- Please communicate and coordinate breaks with the volunteer coordinator. Volunteers are welcome to use the volunteer office for short breaks.

Personal Belongings- Volunteers will be provided with a suitable location in the volunteer office for coats and other belongings. Please lock valuables in the trunk of your vehicle.

Medical Coverage- The City of Fort Wayne provides medical coverage under Workers Compensation for injuries sustained while volunteering but no compensation for lost wages since volunteers do not receive wages.

Car Insurance- The City of Fort Wayne requires volunteers who are driving their own vehicles to volunteer at the off-site adoption center to show proof of a driver's license and auto insurance with minimum of \$100,000 coverage.

Holidays- ACC is closed the following days at the discretion of The Mayor: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. We still have staff here caring for the animals throughout the building. Volunteers are welcomed to still volunteer on holidays; please inform the volunteer coordinator if your shift falls on one of these days whether you still plan on coming in or not.

Adoption Policy- Volunteers may apply for adoption 90 days from their training date. The 90-day policy serves to prevent impulse adoptions. ACC counts on the efforts of each volunteer, so we ask that profiles be filled out during non-scheduled volunteering time.

A volunteer's application will be processed with the same consideration as applications of employees. Volunteer adoptions are first come/first serve basis and all standard adoption policies apply. The animal will be evaluated for the adoption program according to standard operating procedure.

Social Media- Volunteers are prohibited from posting any pictures, videos, audio, or comments about animals that are not available for adoption on any social media sites. Volunteers need to be conscientious when mixing volunteering and personal online activities and be aware that personal and volunteer personas are likely to intersect. Volunteers should never represent Fort Wayne Animal Care & Control on any social media site. Any post that is originally created or shared by Fort Wayne Animal Care & Control is appropriate content to be shared via personal social media. Any publication, through any medium, which is potentially adverse to the operation, morale, or efficiency of this agency, will be deemed a violation of this policy.

Volunteering Schedule- Volunteers are extremely important in our shelter. We have each volunteer scheduled on a certain day/time each week. This helps us know where we need the most help. We ask that if you cannot make your scheduled time you let us know as soon as possible so we may have adequate time to find someone to fill in for you. Volunteers who are chronically missing their scheduled shifts may ask to resign from their program unless other arrangements are made. It is important that all volunteers log their hours of service each time they volunteer whether at the shelter or at offsite events/locations. This is information that many organizations ask us in order to receive much needed grants.

Respectful Behavior- As a volunteer of FWACC, you are a representative of FWACC's image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public, fellow volunteers, and staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disapproving remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions, which are all part of our commitment to providing excellent customer service to our visitors, staff, and fellow volunteers.

Animal Handling- It is expected that volunteers will treat all animals in the shelter's care with compassion and gentleness. There is no tolerance for committing any inhumane act towards any animal such as: threatening, intimidating, hitting, kicking, pulling body parts, etc.

Restricted Areas- Due to liability issues, volunteers are asked to refrain from going to certain areas of the building. These areas include: Dog and Cat stray wards, Euthanasia Room, Euthanasia Holding, Dog Isolation, Cat Isolation, Dangerous Dog Ward and the second floor. It is asked that volunteers do not go into Triage unless they are accompanied by a staff member or under a staff member's direction. Please ask the volunteer coordinator about any questions or concerns you have regarding the restricted areas.

Emotional Stress and Conflict Resolution- Volunteering in an animal shelter is rewarding. Volunteers make a significant contribution toward achieving the Mission Statement. Volunteers stretch their knowledge and strengthen both their human and their animal skills. Volunteers develop enriching relationships with people that share a love of animals. The gratitude of the animals paid in wags and purrs is beyond value. These are just a few of the positive benefits! Unfortunately, the shelter environment can also be stressful. One stress that is experienced by people who work in shelters is compassion fatigue-emotional exhaustion caused by the stress of caring for traumatized or suffering animals or people. Volunteers may find themselves emotionally stretched, which is when burnout and compassion fatigue set in. Volunteers and staff are urged to focus on the positives to prevent emotion exhaustion. Should you find this happening please reach out to the volunteer coordinator who can offer additional resources to help.

Euthanasia- Fort Wayne Animal Care & Control is an open-admission, meaning we take in all animals that come into our shelter. While we actively promote adoptions, we do not believe all animals are adoptable due to health or dangerous behavior. Fort Wayne Animal Care & Control may administer euthanasia in accordance with an owner's wish or to prevent animal suffering. Fort Wayne Animal Care & Control strongly supports the use of the most humane methods available for all species. Euthanasia by injection, performed by certified euthanasia technicians, is currently recommended for all companion animals and is the only method used by Fort Wayne Animal Care & Control.

Volunteers will never be asked to take part in euthanasia; however they are expected to respect the employees who do. Please be sensitive and compassionate.

If a volunteer should ever have prolonged feelings of depression or stress, conflicts with the assigned tasks or difficulty in relationships with staff or volunteers, please bring these feelings to the volunteer coordinator or a supervisor. It is better to work through a situation right away than to let it simmer. Each and every volunteer is valued; we want volunteering to be a rewarding and satisfying experience. ***Remember, we are all in this together.***

Complaints- Please bring your concerns, questions, and complaints to the Volunteer Coordinator as soon as they arise. We want to resolve issues quickly so that we can all work effectively as a team.

Dismissal- It is important for all volunteers to understand, agree to, and comply with all of Fort Wayne Animal Care and Control's policies and guidelines. Fort Wayne Animal Care and Control reserves the right to dismiss volunteers where such action is in the best interest of the volunteers and/or ACC. Reasons for dismissal include, but are not limited to the following:

- Mistreatment and/or neglect of animals
- Release of confidential information
- Failure to volunteer for 4 months without contact
- Volunteering while under the influence of alcohol or other controlled substance
- Theft
- Sexual harassment
- Failure to abide by the policies or procedures
- Falsifying or withholding information pertaining to health restrictions

- Failure to abide by the departments policies concerning spay/neuter promotion, adoptions, and euthanasia
- Inappropriate behavior toward a guest, staff member or other volunteer
- Working outside of an approved volunteer program or a program a volunteer is not trained in

Disciplinary steps include:

1. **Verbal Warning:** The volunteer coordinator will sit down and have a meeting with the volunteer and outline areas of concern. The steps for correcting the issue will also be discussed. A written copy of this discussion will be placed in the volunteer's file. The volunteer has the right to attach their written comments to this document.
2. **Written Warning/Probation:** The volunteer coordinator will meet with the volunteer and provide a written description of the issue, a summary of previous warnings, an outline of a corrective action plan and time period for making improvements. The Volunteer is required to sign the document stating they received it and understand its meaning. The volunteer has the right to attach their written comments to this document. All documents will be kept in the volunteer's file.
3. **Dismissal:** If the volunteer fails to correct the problem, their status as a volunteer will be permanently suspended.

In the event that Fort Wayne Animal Care & Control determines a volunteer's behavior has harmed or created a risk of harm to the health, safety, welfare, or property of its employees, volunteer, animals or visitors, Fort Wayne Animal Care & Control reserves the right to suspend or terminate a volunteer immediately.

Ending Volunteer Service: Should you decide that volunteering for us is not working anymore please inform the volunteer coordinator in as much advance as possible.

VOLUNTEER POSITION JOB DESCRIPTIONS For full volunteer job descriptions please see the volunteer coordinator.

Cat Care Assistant- Volunteers clean and tidy the rooms where our adoption cats reside as well as the rooms where guest interact with our adoption animals following detailed instructions. Volunteers also learn how to properly interact with and socialize our adoption cats. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Cat Care Assistants are needed before the adoption center is open between the hours of 8:00am and 11:00am Sunday-Saturday.

Kennel Care Assistant- Volunteers clean the adoption dog kennels. Volunteers take the dog outside to a courtyard for playtime and to go potty while they clean their kennel following detailed instructions. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Kennel Care Assistants are needed before the adoption center is open between the hours of 8:00am and 11:00am Sunday-Saturday.

Small Animal Assistant- Volunteers tidy, clean, and socialize the small animals in adoptions following detailed instructions. Small animal species include: rabbits, guinea pigs, rats, mice, gerbils, hamsters, ferrets, and birds. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Small Animal Assistants are needed before the adoption center is open between the hours of 8:00am and 11:00am Sunday-Saturday.

Welcomer- Volunteers in this program are significant in helping us create a kind, inviting atmosphere for guests visiting our adoption center. Volunteers serve as greeters at our welcome desk located in the adoption center lobby. They guide guests through our adoption process and answer additional guest questions. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Welcomers are needed when the adoption center is open Tuesdays, Thursdays, and Fridays from 12:00-5:30pm, Wednesdays from 12:00-6:00pm, and the 1st and 3rd Saturdays of each month from 11:00am-3:00pm.

Adoption Counselors- Volunteers provide assistance by facilitating successful interactions between guests and animals, answering questions, and communicating efficiently with adoption staff. In addition to our basic volunteer requirements, successful candidates for this program will have:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Adoption Counselors are needed when the adoption center is open Tuesdays, Thursdays, and Fridays from 12:00-5:30pm, Wednesdays from 12:00-6:00pm, and the 1st and 3rd Saturdays of each month from 11:00am-3:00pm.

Dog Rotators- Individuals wanting to volunteer with dogs must start out as a dog rotator. Volunteers provide positive reinforcement care and socialization to alleviate stress and maintain the health and sociability of the dogs in our adoption program. Volunteers walk adoption dogs to our exercise courtyard for a potty break and exercise while ensuring kennels are clean before returning the dogs to them following detailed instructions. In addition to our basic volunteer requirements, successful candidates for this program will:

*In order to advance on to dog walking, all job duties of dog rotating must be fully understood and the volunteer coordinator must set up further training.

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Dog Rotators are needed Mondays from 11:00am-6:00pm, Tuesdays- Fridays from 11:00am-6:00pm, and the 1st and 3rd Saturdays of each month from 11:00am-3:00pm. Once trained, we do offer some other dog rotating weekend opportunities.

Dog Walkers (Prerequisite- Dog Rotating)- Volunteers provide positive reinforcement care and socialization to alleviate stress and maintain the health and sociability of the dogs in our adoption program. Volunteers walk adoption dogs to our Pooch Playground for a potty break and exercise while ensuring kennels are clean before returning the dogs to them following detailed instructions. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Dog Walkers are needed Mondays from 11:00am-6:00pm, Tuesdays- Fridays from 11:00am-6:00pm, and the 1st and 3rd Saturdays of each month from 11:00am-3:00pm. Once trained, we do offer some other dog walking weekend opportunities.

Offsite Cate Assistants- We have cats available for adoption in all Fort Wayne Pet Supplies Plus pet stores. Volunteers arrive to each store every day of the week to care for and socialize the cats following detailed instructions. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Volunteers are needed to care for offsite cats Sunday-Saturday.

Laundry and Dishes - Volunteers doing laundry wash, dry, fold, sort, and operate equipment. Volunteers doing dishes wash, soak (in cleaning solution), and set dishes out to dry. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: Volunteers are needed anytime between the hours of 8:00am and 6:00pm Monday through Friday and the 1st and 3rd Saturdays of each month between the hours of 8:00am and 3:00pm. Once trained, we do offer some other weekend opportunities.

Surgery Assistants – Volunteers help our shelter vets and vet tech with assisting with surgery of adoption animals. This includes anywhere from cleaning surgery instruments, prepping animals for surgery to assisting the vet in surgery to wake up and recover and clean up all while following detailed instructions. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Surgery assistants are needed Monday through Friday from 8:00am--2:30pm (possibly a bit later depending on the amount of surgeries).

Cat Isolation Assistant– Volunteers clean and tidy the areas where cats feeling a little under the weather reside following detailed instructions. Volunteers also learn how to properly interact with and socialize the cats. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Cat Isolation Assistants are needed between the hours of 8:00am and 11:00am Sunday-Saturday.

Cat Socializer- Volunteers provide cats in our adoption program with some much needed positive and relaxing attention. In addition to our basic volunteer requirements, successful candidates for this program will:

*Commitment: This is a scheduled position; commitment is needed on the same day/time each week. Cat socializers are needed Mondays from 11:00am-6:00pm, Tuesdays- Fridays from 11:00am-6:00pm, and the 1st and 3rd Saturdays of each month from 11:00am-3:00pm. Once trained, we do offer some other cat socializing weekend opportunities.

VOLUNTEER TRAINING

Our training program has been designed to help new volunteers with the knowledge and skills you will need to make the most of your volunteer experience.

1. **Volunteer Orientation:** This one on one meeting with the volunteer coordinator will give a general overview of Fort Wayne Animal Care & Control and the volunteer program.
2. **Program Training:** In this hands on training volunteers are paired with a volunteer trainer to learn the tasks and procedures for working in their chosen position. The trainer will provide education and skills needed to succeed in the position. Prior to attending the training volunteers are required to read their

position training check list as well as watch education videos. All of these materials will be found in your position training confirmation email.

- Volunteers who do not review the material in advance will be asked to reschedule their session.
 - Volunteers are required to contact the volunteer coordinator should they not be able to attend their scheduled training session.
 - Volunteers are trained for one program at a time. After logging 25 hours volunteers may train in an additional area.
- 3. Independent Session:** The last step is volunteering in the position on your own. Volunteers will check in with the volunteer coordinator before they start and again before they leave.

FOSTERING

Our foster parents are dedicated volunteers who open their homes to provide a temporary care for animals that will be placed in our adoption program. FWACC requires all volunteers interested in fostering to attend a mandatory foster training which goes over all of the ins and outs of our foster program. If you are interested in more information about fostering please see the Volunteer Coordinator.

YOUR SAFETY MATTERS!

The best way to prevent accidents is to practice safety all the time. Volunteers are asked to sign a Liability Release which outlines possible injuries and preventative steps. Volunteers are asked to commit to:

- Reporting all accidents and injuries no matter how minor
- Observing the safety rules of ACC and follow the instructions of staff
- Fully disclosing any personal restrictions and pertinent health issues
- Attending training sessions

There is no reason to believe an animal in the adoption program would bite or scratch; however, accidents do happen. The most important thing is to **respond quickly and appropriately**. Seek help from first available staff to aid with the injury and to contain the animal. Wash and disinfect the area immediately. All incidences will require an accident report. If the incident is severe, arrangements will be made for treatment at a medical facility. If the incident involves a guest, a supervisor should be notified immediately.

If a volunteer slips, falls or some other injury occurs; volunteers are required to report the incident to first available staff who will notify a supervisor. Arrangements will be made if treatment at a medical facility is deemed necessary.

Blood borne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans. Volunteers should report any area contaminated by human blood and/or bodily fluids to a supervisor. **Never** touch human blood. Animal blood is treated differently.

The Tetanus Vaccine is required (within the last 5 years). Our Risk Management Department has identified our agency as a work environment that is high risk regarding tetanus. Our staff and volunteers working with animals are exposed to scratches, metal can lids, and animal waste on a daily basis.

- Tetanus [TET-nus] is a condition that affects the nervous system and causes painful, uncontrolled muscle spasms.
- People get tetanus when spores of the tetanus bacteria enter the body through an open wound and produce a powerful nerve poison.
- Tetanus spores are found throughout the environment, usually in soil, dust, and animal waste.
- Tetanus is preventable through immunization. Because of widespread use of tetanus vaccine, the condition is now rare.

ZOONOTIC DISEASES

Zoonoses are diseases or parasites that *animals can transmit to humans* under natural conditions. An animal doesn't need to look sick to be contagious. People who acquire zoonotic diseases may show no symptoms or be quite ill. These diseases can be acquired either by direct contact with an infected animal or indirect contact (through urine, feces, hair or respiratory secretions.) The best method of prevention is vigilant hand washing.

Washing your hands can save an animal's life - and your health!

The following is a reference to some common zoonosis to animals in shelters. Remember that, while animals in the adoption program have been carefully screened for these conditions, an animal may be sick and not show any symptoms. As a volunteer, please be aware of the possibility that these diseases may be present. If you see an animal that you suspect may be contaminated, contact a staff member immediately. If you suspect that you have been exposed, contact the volunteer coordinator immediately. The people most at risk for contracting a zoonotic disease are people who are immunocompromised. Volunteers who are immunocompromised will require a doctor's release.

Fleas are a common yet difficult parasite to eliminate because they live on animals and in the environment. On animals, flea dirt, which is fecal matter from the flea, usually looks like pepper. On humans flea bites are usually present around the ankles. All of our animals receive flea preventatives as needed.

Intestinal Parasites can be common among animals and are passed in the feces through oral ingestion, so basic hygiene is important. All of our animals are routinely treated for intestinal parasites. Examples of intestinal parasites are tapeworms, roundworms, hookworms, and whipworms. They can be visible in the feces or around the anus and can appear as grains of rice or spaghetti like.

Ringworm is a fungal infection that is passed by direct contact. Some animals may not show any symptoms but most dogs and cats with ringworm will have circular bald spots. These same circular bald spots will occur in humans as well as dry, scaly spots with circular borders. Any circular red, scaly rash should be brought to the attention of a supervisor.

Cat-Scratch Disease is also known as bartonellosis. Felines with this disease will show no signs of infection. Humans receive this disease through cat bites and scratches. Symptoms include swollen lymph nodes, fever, fatigue, loss of appetite, headache, and (in severe cases) encephalitis. This is not a common illness among national averages.

Toxoplasmosis is primarily found in cats, although rodents and livestock can be carriers. Humans can be infected through the ingestion or inhalation of infective oocysts in cat feces. Healthy humans who are infected often exhibit no symptoms. For this reason, volunteers who are pregnant or suspect they are pregnant, will not clean litter boxes but will be reassigned if necessary.

Rabies is transmitted through saliva from an infected animal. A change in behavior is usually the first sign of infection; some animals become violent while others may become friendly. The animal may also appear depressed, disoriented, or aggressive.

The Health Department definition of a potential exposure to rabies that requires quarantine of an animal is: a bite or scratch (from a tooth) that breaks the skin. It is not necessary for the wound to bleed. If there is a question as to whether the scratch was made by tooth or by claw, ACC will err on the side of safety and quarantine the animal. State law requires rabies vaccinations. Indiana recognizes both a one year and a three year vaccination.

Lyme Disease –is carried by deer ticks. The first indication of infection in a human is a circular rash at the bite site. Flu-like symptoms result soon after infection. Infected animals may exhibit lethargy, lameness and joint swelling. Animals coming into the Adoption program are checked for ticks. The large ticks that are often seen at ACC are brown dog ticks which do not carry Lyme disease.

Salmonellosis infects all mammals, birds and reptiles. Humans can get the disease through contact with infected animals, especially their diarrhea. Symptoms in mammals include diarrhea, vomiting, fever and chills. Birds and reptiles with Salmonella do not often exhibit symptoms. Basic hygiene and being aware of hand-to-mouth/eye contact will prevent infection.

For more information regarding zoonotic diseases please visit the Center for Disease Control website at:

<http://www.cdc.gov/>

NATURAL DISASTERS/CHEMICALS

Fire exits are located throughout the building. Please familiarize yourself with the locations as well as the fire extinguisher in your work area. Smoke detectors are located in the air duct systems and will emit a loud sound when triggered. If there is a call to evacuate, please remain calm, leave all the animals in their living areas, close all the doors, and leave your work area directing all guests to accompany you. Proceed out the nearest fire exit and to the parking lot to wait for an all-clear sign.

Tornado/ Severe Weather- In the event of the tornado siren going off and/or an announcement being made over the intercom, staff, volunteers and guests should go to the closest tornado shelter room. Leave all the animals secure in their living areas. Tornado shelter rooms are the kitchen and adoption interaction rooms.

Material Safety Data Sheets:

There are protocols for all the chemicals we use in the front office. The ones used most by volunteers include Bleach and Disinfectant cleaner. If you come across an unfamiliar chemical, do not smell, touch, or taste it and notify a staff member.

ANIMAL RECEIVING

Animal Care and Control is a full access shelter. We accept all animals without restrictions. Animal Receiving is open during the week for daily business and lost and found animals.

Please note, when someone calls because they have lost a pet, staff and volunteers do not look for that pet in the wards on behalf of the person. The owner must come in or they may send a family member, friend, or relative who is familiar with the animal. The opportunity for miscommunication from a verbal description is far too great. Animals entered into the building as strays are listed on the website www.fwacc.org.

Depending on the circumstances, there are four different legal holding periods for animals coming into our shelter: owner surrenders, quarantine, protective custody, and stray.

Owner Surrenders are animals surrendered by their owners for a variety of reasons. Often times this is a difficult decision and we ask volunteers to respect the owners in this emotional time.

Quarantines are animals that are being held as a result of a bite or scratch by the tooth that breaks the skin of a human or another animal. The quarantine is a period of ten calendar days. According to state law, hospitals must report all animal bites and the animal must be quarantined. There may be an option for home quarantine, however special circumstances apply.

Protective Custody animals are either abandoned by the owner or a victim of a tragedy such as fire, flood, hospitalization, death or accident. In these situations, the legal holding periods are five to seven calendar days. Efforts to resolve these situations continue through the holding period.

Stray animals arrive at the shelter in a couple different ways. Some are brought into the shelter during regular business hours or animals can be brought in by Animal Control Officers (ACOs) either responding to a call or while on routine patrol. If an ACO picks up an animal during business hours, a radio dispatcher will trace tags/microchip and the officer may return the animal directly home.

All animals brought in are first checked for tags and scanned for a microchip. If the animal has tags/microchip, the owner is contacted. There is a fee for owner redemption, which includes microchipping. It is mandatory for an animal coming in as a stray for the second time to be spayed/neutered before being returned to the owner. Animals of people living in the city are required to have their pet current on a city pet registration.

Strays may also be held in the finding party's home. City ordinance requires the finding party to file a Found Report with ACC. The person must have the animal scanned for a microchip; then the finding party can hold the animal in their home for 30 days. If no one claims the animal within that time, the finding party becomes the legal owner. If they choose not to hold it, the animal must be turned over to ACC. They cannot give the animal away.

Animals become the property of the City after their respective holding periods. They are evaluated based on the following criteria to determine if they are a candidate for the adoption program, a foster home, or a rescue group:

- Breed
- Age
- Health
- Physical condition
- Temperament
- Space

OBSERVING ANIMAL BEHAVIOR AND HEALTH

Every animal, both on-site and off, deserves the best care. This is why it is so important to monitor the behavior and health of each and every animal. Although this is best done at the time of cleaning an animal's area, every volunteer can assist in this responsibility.

Please notice such things as:

Did the animal greet me when it first saw me?

Is the animal hiding in a corner or reluctant to get up?

Is there a discharge from the eyes or nose?

Is the animal sneezing, coughing or hacking?

Does the animal seem interested in food?

Is the animal angry or aggressive with the other animals?

If you notice any of these behaviors or signs, or notice anything else in the animal's behavior that concerns you, contact a supervisor or adoption counselor. As you can imagine, disease spreads rapidly in a shelter environment. The quicker an animal is evaluated, the better it is for all of the animals.

There are procedures utilized at Animal Care and Control to prevent the spread of disease. They are important for volunteers to follow for the wellness of both people and animals. Disease may be passed from exposed clothing, so volunteers and staff should be conscious of this, especially as they move through the building.

The bedding used for the animals is washed daily using soap and bleach. The animals' living areas, as well as hallways, are sanitized using disinfectants. The dishes used for food and water are washed in one sink while the litter boxes are washed in another, both using disinfectants.

The best method to prevent the passing of disease is **vigilant hand washing**. Volunteers should wash their hands between handling (groups of) animals and between cage cleanings. There are sinks located in the adoption center as well as restrooms in the lobbies of receiving and the adoption center. Waterless hand gel dispensers are also located around the building.

Animals coming into the adoption program are given vaccinations, deworming and flea preventative as needed. Dogs receive DHLPP, which is distemper, hepatitis, leptospirosis, panleukopenia, and parvovirus. They also receive the bordetella bronchiseptica parainfluenza vaccination for kennel cough. Dogs over six months old are tested for heartworm prior to placement. Cats receive the FVRCP series which includes feline viral rhinotracheitis, calici virus and panleukopenia.

Parvovirus Infection The parvo virus is spread through the feces of infected dogs. Direct contact between dogs is not required. The virus can be carried on contaminated hair, shoes, clothes and other objects and can stay dormant for up to six months. The kennels, bowls, toys, and bedding are disinfected daily to prevent the spread. Volunteers who are cleaning dog cages should take care not to track feces between cages and should watch for symptoms. Symptoms are: loss of appetite, vomiting, diarrhea that may or may not be bloody, mouth ulcers, and pale white or dark red gums.

To prevent the spread of parvo, only dogs five months and older are taken to the exercise courtyard. The courtyard is scooped after each dog leaves. The courtyard is routinely disinfected after the adoption center closes, weather permitting.

Parainfluenza and Kennel Cough are also highly contagious viruses that affect the upper respiratory tract in dogs. Symptoms are: a dry, hacking cough, gagging, possible vomiting and possible pneumonia. If a volunteer sees these symptoms, contact a staff member so the dog can be evaluated and potentially treated.

Feline Viral Rhinotracheitis and Calici are two diseases grouped together as Feline Respiratory Disease Complex. These highly contagious viruses are spread through the air by sneezing and through direct contact. Some cats appear healthy but infect other cats. Carriers may have chronic gingivitis, mouth ulcers, periodontal disease or early tooth loss. Symptoms in infected cats may include: sneezing, fever, runny eyes and nose, loss of appetite, dehydration, mouth ulcers, and general poor health leading to pneumonia.

Feline Panleukopenia, also known as feline distemper, is caused by a strain of the feline parvo-virus. It is passed through bodily fluids. Symptoms include lethargy, anorexia, dehydration vomit and diarrhea. The virus is capable of living on inanimate objects for up to a year.

Feline leukemia virus (FeLV) attacks and weakens a cat's immune system causing other related diseases to appear, such as, but not limited to: respiratory infections, anemia, poor wound healing, etc. Some cats become infected and some cats become carriers. FeLV infection is passed from cat to cat through long-term contact. The virus is shed in saliva, urine and feces. Animal Care and Control rarely tests for FeLV due to resources and a low probability for a positive result. Adopters are encouraged to have their new cat or kitten tested and vaccinated.

DONATIONS

Donations are always generously accepted. They provide amenities that go above and beyond basic animal care. No monetary donation is entered into general governmental accounts; it is placed into an Animal Care Fund that is administered by the Animal Care & Control Commission. There is also the Angel Fund which is a special fund set up for animals that need extra medical help from heartworm treatment to leg amputations. Without generous donations from the public, we would not be able to help as many animals as we do that come to us needing a little extra TLC!

SUMMARY OF ADOPTION POLICIES

It is important for volunteers to know that once an animal is placed in the Adoption program, it stays until it is adopted. The exception is the rare circumstance that the animal develops a medical, behavior, or health condition where prolonging life is inhumane and/or threatens the quality of the other animals, or that space in the program is a major concern.

The requirements are:

- Adopted pets are to be kept inside as companion animals.
- All members of the household are encouraged to come in and interact, however children 5 and under are required to meet the animal.
- The person adopting the pet must be 18 years or older.
- If the family wants to adopt a dog and they have current dogs living in the home, they are asked to bring their dogs in to do a meet and greet to make sure all the dogs get along.
- ACC checks records for past field runs.
- There may be an age restriction. Some animals may require more sedate homes ranging from families with children over age five to all-adult homes.
- If the adopter lives within city limits, a pet registration is required for all pets in the home. The pet registration will be issued at the time of send home, as needed.
- Adopters may not have more than one unaltered animal at home.

The adoption fee for dogs and cats includes the spay/neuter, distemper combination vaccinations, microchip for permanent identification, flea treatment (if needed) and heartworm check (for dogs over 5 months). Participating vets donate the free health exam with the adoption.

ADOPTION FEES

Puppy (under 6 months)	\$125.00
Small Dog (under 25lbs) 6mo-8 years	\$100.00
Large Dog (over 25lbs) 6mo-5 years	\$100.00
Senior Small Dogs (under 25lbs) 9+ years	\$50.00
Senior Large Dogs (over 25lbs) 6 + years	\$25.00
Cat	\$65.00 Pick Your Price Grant!
Ferret	\$50.00
Guinea Pig	\$25.00
Rabbit	\$25.00
Rat	\$25.00
Cockatiel	\$25.00
Chinchilla	\$75.00
Exotic Large Bird	\$75.00
Reptile	\$75.00
Hamster	\$15.00
Gerbil	\$15.00
Mouse	\$15.00
Small Bird	\$15.00

SERVICES PROVIDED

1. Enforcement of state and local laws relative to animals. Full investigation for both human and animal protection.
2. Promotion and administration of all license and permit programs relative to animals. Monitor special events in the community involving animals.
3. Protection of citizens from health and safety threats involving animals.
4. Administer Humane Education Services for area K-12 schools, scouting, and youth development organizations, and adult groups regarding Animal Control and responsible care of animals through programs, tours, Community Access productions, and the department website.
5. Provide a pet adoption source for community residents.
6. Shelter animals in need of safe haven until reclaim or abandonment by owners. Provide care, sanitation, medical attention, exercise and daily maintenance for all animals admitted to the Animal Care and Control Shelter.
7. Emergency pick up of sick and injured animals, wild and domestic.
8. Live trap rental program for nuisance cat, stray dog, and public safety wildlife problems.
9. Emergency impound of animals involved with owner tragedy.
10. Pick up of stray animals, both confined and unconfined with enforcement of animal at large laws.
11. Respond to neighbor complaints regarding nuisance violations.
12. Administration of the State Health Codes relative to animal bites, quarantines and specimen shipments for rabies examination.
13. Euthanasia of unwanted, unclaimed and surplus animals. Euthanasia of animals by owners request due to illness, injury and age.

SUMMARY OF LAWS

Animal Care and Control operates under Chapter 91 of the City Ordinances. These laws protect citizens from dangerous or nuisance animals and provide for basic animal care requirements. Only the most commonly used ordinances are addressed in the following summary. If a volunteer has a specific question, it will be directed to the Enforcement Supervisor.

Restraint: All animals (including cats) must be under the physical control of the owner or attendant (on a leash) when off the owner's property.

Neglect laws:

- All animals must be provided with adequate shelter, food, and water
- All animals must be provided with necessary medical care in addition to the required rabies vaccination
- All animal areas must be maintained in a sanitary manner
- No animal shall be tied to a rope, chain or cord fastened directly to the neck. Choker collars used for training need to be replaced with a leather or nylon collar before tying outside
- No animal shall be left unattended in a vehicle when conditions would constitute a health hazard

Cruelty laws:

- No person shall beat, cruelly treat, neglect, torment, overload, overwork, or otherwise abuse any animal
- Dog fighting and cock fighting are felonies in the state of Indiana

Nuisance animal laws:

These laws address problems including but not limited to: barking, sanitation, running at large, and, other animal issues that affect neighborhood livability.

Dangerous animal laws:

This law addresses animals that pose a proven threat to the health and/or life of humans and other animals. By state law, dogs and cats must be vaccinated for rabies at three months old. Either the one-year or the three-year rabies vaccination is accepted in Indiana.

City ordinance limits the number of dogs and cats that may reside at a residential city property to: no more than five dogs, seven cats; and the total number of dogs and cats cannot exceed seven. City residents may keep one unaltered dog or cat over five months old.

REGISTRATION AND TAGS

Pet owners living in the City limits have choice of either an annual pet registration or a lifetime. These may be obtained from a veterinarian or, of course, the FWACC office.

For an annual registration:

\$100.00 for an animal not spayed or neutered and is 5 months or older

\$ 5.00 for an animal that is spayed or neutered and is 5 months or older

\$ 0.00 for an animal that is spayed or neutered and owned by a senior citizen (62+)

For a lifetime registration:

\$ 30.00 for an animal that is spayed or neutered and microchipped

\$ 5.00 for an animal that is spayed/neutered, microchipped and owned by a senior citizen (62+)

THINKING OF BREEDING?

Wouldn't it be fun to have babies! It's also very stressful for everyone and extremely time-consuming. An active litter of four, eight, or twelve is dirty and noisy. Imagine all the chewing they will do! And if the babies or mother become ill or even die, suddenly it's no fun at all.

I want my children to experience the miracle of birth! The children may be in school or in bed when the puppies or kitties are born. Most children who have witnessed a birth aren't that impressed. It can be difficult for children to understand having to get rid of all their beloved pets.

It will make my pet "grow up" or have a better disposition! This is an old wives' tale. Temperament is the result of hereditary factors combined with environmental influences.

It will repay the money I paid for my purebred! The stud fee, breeder's permit, extra food and veterinary care for the pregnant animal, puppy/kitty shots, and veterinary checkups, classified ads and food will eat up your profit. And you may only sell three or four out of a large litter even though all your friends and relatives insisted they want one of your pet's offspring.

It will make my pet feel fulfilled! Your pet has no conscious knowledge of what it might be missing.

CONSIDER INSTEAD... Spaying or neutering

Your pet will be:

-More tolerant of other animals

-Less tempted to wander

-Healthier because it will be free of uterine infections, prostate or testicular cancer, and/or tumors of the reproductive system

Spaying or neutering won't make your pet fat or lazy - this results from excess food and insufficient exercise. And please don't think that because your pet is a male you have no responsibility. Everyone pays for pet overpopulation!

Breeders Permits are issued based on the number of litters in a 12-month period, whether the litter was intentional or not. It is considered a cruelty by ordinance to breed the same female more than once in a twelve-month period.

A major breeder is defined as someone with more than one litter of dogs or cats per household in a 12-month period. The cost for the permit is \$200.00 per year and requires zoning approval.

A minor breeder is defined as having one litter of dogs or cats per household in a 12-month period. The cost is \$100.00 or \$10.00 and is based on the action plan of the owner after the birth of the litter. Factors include whether or not the owner is going to spay/neuter, turn in the litter to FWACC, or plan to breed again.

**We are so happy you have made the first step in becoming a valued member of our volunteering team!
Should you have any questions or concerns, please bring them to the attention of the volunteer coordinator. We are looking forward to getting to know you!**



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RELEASE OF LIABILITY

In consideration of the willingness of the City of Fort Wayne Department of Animal Care and Control to delegate to me assignments within the scope of volunteer services, I do hereby release, discharge and forgive the City of Fort Wayne, Indiana, all of its respective boards, departments and employees from and against any liability, claims, injuries to person, death or damages that may be sustained or caused in the course of my duties as a volunteer for the Department of Animal Control. Such release shall include, but not be limited to, injuries sustained as a result of animal bites and scratches, diseases contracted from animals, injuries due to falls and injuries due to the handling of animals. I do hereby agree to indemnify and hold harmless all the above-named parties from and against any and all such liability.

It is hereby acknowledged that this document has been signed for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, and further, this document shall be binding upon the undersigned and his/her successors, assigns and personal representatives.

Furthermore, as a volunteer I commit to:

- Attending training sessions provided to volunteers.
- Full disclosure of personal restrictions, such as but not limited to: a limit on how much weight I can lift; allergies to animals; pregnancy; immunocompromised; and any other pertinent health issues.
- Reporting all accidents or injuries to first available staff. I will follow thoroughly and exactly the procedures as set by The City of Fort Wayne and Animal Care and Control.
- Observing the safety rules of Animal Care and Control. I will follow the instructions of Staff.

Date

Print your name

Sign your name



Fort Wayne Animal Care and Control
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Volunteer Code of Conduct

The Department’s policies concerning spay/neuter promotion, adoptions, and euthanasia have been developed as a proactive approach to responsible pet ownership and pet overpopulation. The success of this approach is possible with the support of every volunteer. Although my personal opinions may differ, I recognize that while I am a volunteer representing Fort Wayne Animal Care and Control (FWACC), I represent this approach to the citizens of Fort Wayne.

- ❖ I will be courteous, civil, professional and respectful towards the public, other volunteers, and staff.
- ❖ I will route questions, concerns, and ideas to the Volunteer Coordinator.
- ❖ I will follow established procedures while volunteering with FWACC.
- ❖ I will report any incident or injury that I experience or witness to the Volunteer Coordinator or another supervisor immediately after it happens.
- ❖ I will maintain the confidentiality of all information that I have access to including client information and the status of animals not available for adoption.
- ❖ I will not commit any inhumane act towards any animal.
- ❖ I will not be disrespectful or rude to the public, other volunteers, or staff.
- ❖ I will not threaten, intimidate, or be disruptive while volunteering for FWACC.
- ❖ I will not enter unauthorized areas unless I have been given permission to do so.
- ❖ I will not engage in willful abuse or misuse of FWACC property.
- ❖ I will not falsify or withhold information pertaining to my health.

If at any point in time I can no longer support these policies I will respectfully resign.

Date: _____

Print your Name: _____

Signature: _____



Fort Wayne Animal Care and Control
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COMMITMENT TO CAUSE

Our Mission:

Guided by the humane ethic and livability interests within our neighborhoods, the mission of Fort Wayne Animal Care & Control is to ensure public health and safety as well as prevent pet overpopulation, animal neglect, and animal cruelty through education, rescue, and law enforcement.

This Department's policies concerning spay/neuter promotion, adoptions, and euthanasia have been developed as a proactive approach to responsible pet ownership and pet overpopulation. The success of this approach is possible with the support of every volunteer. Although my personal opinions may differ, I recognize that while I am a volunteer representing Animal Care & Control, I represent this approach to citizens of Fort Wayne.

If a situation should arise that a citizen wishes to engage in a conversation about a policy issue such as euthanasia and I am uncomfortable discussing or defending, I will seek a staff member's assistance.

If at any point in time I can no longer in good faith support these policies with my time and talents, I will respectfully resign.

Your Signature and Date: _____



Fort Wayne Animal Care and Control
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Essential Capabilities of Fort Wayne Animal Care & Control Volunteers:

There are several animal care needs within Fort Wayne Animal Care & Control (FWACC) that are fulfilled by volunteers. To safely and effectively serve as a volunteer at the shelter, volunteers need to possess the following physical, mental, and emotional capabilities. The volunteer's signature on this form indicates he/she believes he/she possesses these basic capabilities.

Essential Physical Capabilities:

- Quick reflexes and ability to use both hands simultaneously (example: open cage door while handling animal).
- High level of manual dexterity.
- Ability to walk unaided on unpaved, uneven, rugged and sometimes muddy and slippery exercise yard and lawn areas (when taking dogs outside).
- Ability to bend and squat in order to leash/harness and pick up an animal.
- Ability to stand for significant periods of time while walking dogs, assisting the public with visits, or cleaning cages/kennels.
- Average vision to move safely around the building, to be able to observe animal body language without difficulty, and to be able to read notes on paperwork.
- Average sense of smell and touch in order to assess body condition of animals, and to note signs of illness or injury.
- Ability to hear if animal is growling or making sounds indicating fear or pain.
- Ability to speak and effectively communicate verbally as well as in written form.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent dogs or cats from escaping (example: ability to quickly pursue and retrieve any cats or dogs who have escaped from a kennel/cage/room).
- Must not have strong allergies to dogs, cats or other companion animals that can't be managed by medication, or to chemicals used in cleaning.
- Ability to deal with strong and unpleasant odors.
- Ability to cope with a very loud environment due to animal noises.
- Possess immune system strong enough to tolerate exposure to zoonotic diseases such as ringworm and mange.
- Ability to bend, kneel, push and lift 20 lbs without issues.

Essential Mental Capabilities:

- Ability to understand, remember and follow instructions and procedures.
- High level reading, writing, spelling and communication skills and a mastery of the English language.
- Possess problem-solving capability.
- Ability to observe animals for health and behavioral problems that are revealed during socialization.

- Must be aware of potentially dangerous situations when working with the animals, must be able to remain calm with animals who are upset; behave sensitively and confidently; show good judgment and act appropriately in these situations.

Essential Emotional Capabilities:

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with a highly emotionally charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized.
- Ability to understand FWACC’s policies and positions regarding companion animals, animal control, and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing FWACC.

Level of Supervision:

- Once trained, must be able to work with minimal supervision, yet must recognize limitations in knowledge and abilities, and ask for help when needed.
- Should be able to work independently for long periods of time, as well as work within a team atmosphere with other volunteers or staff.

Other:

- A fairly high level of experience and familiarity with cats and dogs is desirable.
- Almost all animal care positions involve some cleaning, and can involve the use of hazardous or toxic chemicals.

Please indicate any reasonable accommodation you may need in order to meet the essential capabilities of your volunteer position at FWACC:

I have read and understand each of the bullet points above and understand that if I fail to abide by these points it could lead to disciplinary actions including termination.

Volunteer Name

Volunteer Coordinator Signature

Volunteer Signature

Date