

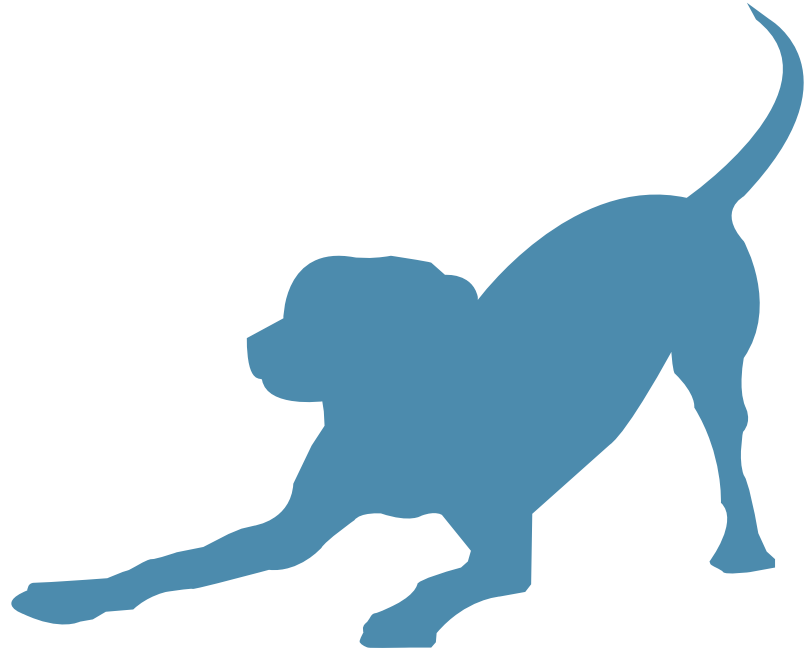


VOLUNTEER HANDBOOK

January, 2015

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WELCOME!

Welcome to the Williamson County Animal Center! After attending orientation we hope that you will further consider becoming a volunteer with us. The desire to help animals has brought you to us as a volunteer. We hope that you take with you a better understanding of animal sheltering, animal welfare and animal care issues. Our volunteers are our link to the community and we rely on you to advocate for the shelter and animal issues within our community. Volunteers are an essential part of sheltering. We value your help greatly. Thank you for considering volunteering at our shelter. We hope that you will find your experience here rewarding and educational.

ABOUT OUR SHELTER

Williamson County Animal Center is a government run shelter. We are an agency of Williamson County, Tennessee. Williamson County Animal Center provides animal care and control services for the entire county. We intake animals whose owners are unable to keep them and stray animals that are brought in by county residents or our Animal Control Officers. We provide adoption services to the general public and we work with rescue groups to place animals. All of our cats, dogs and some of our small and exotic animals are spayed or neutered and vaccinated as applicable before adoption. All of our cats are tested for Feline Leukemia and FIV and all of our dogs are tested for heartworm. Our adoption process is designed to facilitate placement of animals in safe, loving, permanent homes.

SHELTER MISSION STATEMENT

Williamson County Animal Center strives to enhance the quality of life in our community through education initiatives designed to prevent pet overpopulation, to provide compassionate enforcement of current laws relating to the treatment of animals, to place animals in our care with loving and responsible owners, and to work toward the elimination of neglect and abuse of domestic animals within our jurisdiction.

WHAT DO VOLUNTEERS DO?

Volunteers are an essential part of our shelter and our mission. We appreciate you!! There are many volunteering opportunities, each one with its own duties. Many volunteers choose to start volunteering within the shelter by assisting with animal care. Here is a list of what volunteers can do at the shelter.

- Walk dogs and continue the training or behavior modification set in place by volunteers and staff.
- Foster a dog or cat at your home. This gives us an idea of how they will behave in a home and gives them a break from the kennels.
- Socialize with the cats in our adoption areas. Play interactively with toys, groom and brush the cats, get to know their personalities and report their likes and dislikes to the staff!
- Groom or bathe a dog (ask the staff first please). This makes them more appealing for adoption.
- Participate in the Canine-ality or Feline-ality personality testing program to help us assess and place the animals with guardians who will suit their personalities and energy levels.
- Throughout the day in the cat adoption areas swap dirty litter boxes with new ones, replenish water in cages.
- Become a greeter/matchmaker for individuals interested in adoption of one of our pets.
- Help at off-site adoption events.
- Help with visits to and from schools, scout troops, etc.
- Assist staff in cleaning adoption area and cat cages.

These are just some of the things that need to be done on a daily basis at the shelter. Each day is different! There is always something to be done, so please ensure that your time volunteering with us maximizes your positive impact on shelter operations. You can always ask a staff member if you are unsure of our needs that day. There are also other volunteer activities such as fundraising and education programs that can be done outside the shelter. If you are interested in such activities please see the Volunteer Coordinator.

VOLUNTEER LEVELS (DOGS)

RED

- Has completed orientation & initial training
- Walks only red-coded dogs
- May participate in other volunteer activities as designated by the volunteer coordinator

BLACK

- Upon completing 40 hours of volunteer work within a three month period, if a Red Apron volunteer has shown respect for fellow volunteers, our rules and structure and has shown a positive attitude toward serving our animals and community you may be invited to take a proficiency exam
- Upon passing the proficiency exam, volunteer will be promoted to Black Apron
- Black Aprons may walk all Red dogs and most Green dogs but may not be allowed to walk certain Green dogs, which will be marked accordingly
- Willing to participate in shelter activities designed to increase adoptions
- Required to work at one adoption event per year
- Willing & able to walk all but the most difficult dogs
- Expected to apply basic dog training skills to make dogs more adoptable
- Be willing to help potential adopters select a well-matched pet for their home

GREEN

- Reserved for those willing to take a leadership position in the organization
- Serve as a mentor to other volunteers
- Willing to assist & train Red aprons
- Required to work at two adoption events each year
- Willing & able to work with the most difficult animals
- Serve as a liaison between volunteers and staff in a constructive capacity
- Must maintain a consistent level of commitment to retain green status – if not able to maintain a 6 to 8 hour per week schedule must go back to Red or Black. An extended absence may require starting at Red apron level at the coordinator's discretion.
- Designated by volunteer coordinator with input from volunteers & staff



Dogs will remain color-coded Red & Green. Black apron volunteers should walk only the dogs they feel comfortable handling and should not walk any Green dogs that are designated for special handling. Shelter management reserves the right to change the volunteer level downward or upward if it is believed to be in the best interest of the shelter and, most importantly, the animals.

VOLUNTEER LEVELS (CATS)

RED

- Has completed orientation & initial training
- Socializes cats/kittens inside or on cat porch
- If you are comfortable with people, help potential adopters
- May participate in other volunteer activities as designated by the volunteer coordinator

BLACK

- Upon completing 40 hours of volunteer work within a three month period, if a Red Apron volunteer has shown respect for fellow volunteers, our rules and structure and has shown a positive attitude toward serving our animals and community you may be invited to take a proficiency exam
- Upon passing the proficiency exam, volunteer will be promoted to Black Apron
- Black Aprons may work with all adoptable cats within their comfort zone. If you are fearful of a cat you should not work with it.
- Willing to participate in shelter activities designed to increase adoptions
- Required to work at one adoption event per year
- Eligible to be trained in Feline-ality testing and perform the testing if interested
- Be willing to help potential adopters select a well-matched pet for their home

GREEN

- Reserved for those willing to take a leadership position in the organization
- Serve as a mentor to other volunteers
- Willing to assist & train Red aprons
- Required to work at two adoption events each year
- Willing & able to work with the most difficult animals
- Serve as a liaison between volunteers and staff in a constructive capacity
- Must maintain a consistent level of commitment to retain green status – if not able to maintain a 4 to 8 hour per week schedule must go back to Red or Black. An extended absence may require starting at Red apron level at the coordinator's discretion.
- Designated by volunteer coordinator with input from volunteers & staff

All volunteers should only work with cats they feel comfortable handling and should not handle cats that are designated for special handling unless approved to do so. Shelter management reserves the right to change the volunteer level downward or upward if it is believed to be in the

VOLUNTEER DOS AND DON'TS

- SIGN IN & OUT ON THE VOLUNTEER LOG AT THE VOLUNTEER ENTRANCE
- WEAR THE APPROPRIATE COLOR APRON AT ALL TIMES WHEN VOLUNTEERING AT THE SHELTER
- KEEP POOP BAGS IN YOUR APRON & CLEAN UP WHENEVER NEEDED
- WEAR APPROPRIATE CLOTHING AND SHOES (NO FLIP-FLOPS OR SANDALS)
- HELP POTENTIAL ADOPTERS GET THE INFORMATION THEY NEED
- DO NOT ENTER THE PARTS OF THE BUILDING THAT ARE OFF LIMITS TO VOLUNTEERS, SUCH AS QUARANTINE & IMPOUND
- USE THE SCHEDULING SOFTWARE (VOLUNTEERSPOT.COM) TO PLAN YOUR VOLUNTEER SHIFT IF YOU ARE A CAT VOLUNTEER
- SHOW UP TO WORK RAIN OR SHINE! THE ANIMALS DEPEND ON YOU TO GET TIME OUT OF THEIR KENNELS.
- PLEASE DO NOT USE THE SHELTER AS A PLACE TO SOCIALIZE WITH YOUR FRIENDS. FOCUS ON HELPING THE ANIMALS WHILE YOU ARE HERE. ENCOURAGE YOUR FRIENDS TO BECOME VOLUNTEERS TOO!
- ALTHOUGH WCAC HAS STAFF TO CLEAN THE KENNELS & CAT CAGES, THE ANIMALS DON'T SOIL THEIR PLACES ON OUR SCHEDULE. IF A KENNEL OR CAGE NEEDS CLEANING, PLEASE DO IT. ASK A GREEN APRON TO SHOW YOU HOW.
- USE COMMON SENSE; IF YOU ARE UNCOMFORTABLE OR AFRAID TO DO SOMETHING, DON'T DO IT. ASK FOR HELP.
- REPORT ANYTHING THAT CONCERNS YOU TO THE STAFF OR GREEN APRON VOLUNTEERS. (MEDICAL ISSUES, INAPPROPRIATE BEHAVIOR, ETC.)
- REPRESENT YOURSELF AND THE SHELTER ACCORDING TO THE VOLUNTEER CODE OF CONDUCT INCLUDED IN THIS MANUAL.
- MOST IMPORTANTLY, REMEMBER WHY WE ARE ALL HERE – TO HELP THE ANIMALS FIND HOMES AND HAVE THE BEST POSSIBLE QUALITY OF LIFE WHILE IN OUR CARE! STAY FOCUSED ON THAT GOAL AND USE YOUR TIME WISELY. VOLUNTEERS ARE A HUGE PART OF THAT PROCESS & WE NEED YOU!

ADOPTION PROCEDURES

The staff members handle adoptions at our facility. Volunteer input is always welcome regarding animal personalities, likes and dislikes etc. If there is a concern about a potential adopter please feel free to pull a staff member to the side and voice your concerns. Ultimately the decision is up to our trained adoption staff. If someone is interested in adopting an animal, one of our staff adoption counselors will ask them a series of questions to see what kind of animal they are interested in adopting and what their lifestyle is like (for example kids or no kids, pets or no other pets). The staff or volunteers will then show the potential adopter the animals that might be compatible with them. WCAC currently utilizes the ASPCA Canine-ality system of assessing a dog's behavior and ASPCA Feline-ality program to assess cat behavior. If the person decides that they would like to visit with a particular animal then the staff member will give them a pre-adoption application. Customers are not allowed to handle the animals until they have completed an application to adopt.

This application does not guarantee a finalized adoption. It's designed to provide a little more information about the person. Within 24-48 hours, the application will be approved or denied by staff. If staff approves the application, the adoption fee is paid and the adoption paperwork is finalized. Never promise or guarantee an animal to anyone. Currently, we do not hold animals for people unless there are special circumstances approved by the Director or Community Relations Coordinator.

Effective 1/1/2013, WCAC does not release animals to the adopter before they are spayed or neutered. The only exceptions to this policy are: (1) Puppies or kittens weighing less than three pounds. Prior to release a surgery date will be scheduled for the animal to return for surgery. (2) An animal that is suffering from a medical condition that is contagious or is unsafe for the pet to undergo surgery at the time of release. In that case the animal will be released, allowed to recuperate from the condition and returned for the spay/neuter surgery.

Please note that the shelter reserves the right to refuse an adoption for any legally permissible reason.



SURRENDER PROCEDURES

We are a County Agency and an open admission facility. If an owner wishes to surrender a pet and is a resident of Williamson County, we are required to accept the animal. We require the person to complete an owner surrender questionnaire so that we can determine what type of new adoptive home the animal would be suitable for. The person will be required to show official identification with his/her name and address.

HOLDING PERIODS

Once a new animal is brought into the shelter it is given a Capstar for fleas, vaccinated, and dewormed. It is then put into our Quarantine area (provided it appears healthy). The animal will be held for a period of time in this area to determine health and temperament and until all necessary medical work is completed. If an animal comes in that appears unhealthy but has a treatable condition, it will be provided with vet care and placed in the Isolation area until it is healthy. For the health and safety of our animals, staff and volunteers, only staff members are permitted in the isolation and quarantine areas. Animals in these areas are to be handled by staff only for disease control purposes and liability reasons because at this point they have not been behavior tested. Tennessee state law requires that all stray domestic animals be held for a period of no less than three days so that a potential owner can locate them or in case the animal is diseased or has been exposed to disease. WCAC policy is to hold all strays for five business days before we can prepare them for adoption.

Following the five day quarantine period, the animal may be behavior tested. WCAC currently utilizes the ASPCA “SAFER” methodology. This testing gives us a quantifiable method for assessing the behavioral traits of the animal.

After an animal is deemed ready for adoption it will be placed in one of our adoption areas. It is our goal to provide the necessary requirements for it to remain mentally and physically healthy. There is no pre-determined length of time in which the animal has to be adopted. Again, as long as physical and mental health is maintained an animal can be sheltered until it is placed in a loving permanent home.

It is our goal to ADOPT ALL ADOPTABLE ANIMALS. If an animal’s mental or physical health declines and cannot be improved, or an animal is deemed too aggressive or ill for adoption, staff, in consultation with other animal health and behavior professionals may choose to humanely euthanize the animal. Aggression and mental health issues are determined by our trained staff (and on occasion professional trainers). Physical issues are determined by one of our veterinarians. It is our duty and priority to provide a good quality of life for our animals. Only the Director, the staff veterinarian, or, in the Director’s absence, the Community Relations Coordinator may authorize the euthanasia of a domestic animal. As discussed below, this is not a decision that is ever taken lightly, but is sometimes an unfortunate necessity.

EUTHANASIA

Euthanasia is an unfortunate but necessary part of animal sheltering. Millions of lost, abused, unwanted and abandoned animals come into shelters every year. We do our best to place every adoptable animal that comes to our shelter. Animals that are diagnosed with life threatening illnesses, extreme medical problems or display aggression towards other animals or people are not placed for adoption. In these cases the animal is euthanized using a humane method of lethal injection of sodium pentobarbital. This injection is administered intravenously and is an overdose of the anesthetic. Only veterinarians and state-licensed technicians may administer the injection. The procedure is quick and painless. The staff is with the animals until the very end. It is the most humane and painless method of euthanasia available.



DO VOLUNTEERS TAKE PART IN EUTHANASIA?

No, we do not expect or allow volunteers to take part in euthanasia. When the decision is made by staff to euthanize an animal it is an extremely difficult one. The staff is here because we love animals and want to do our best to make the world a better place for them. Every animal deserves a home. If an animal is not adoptable and cannot be provided with an acceptable quality of life, we feel that it is not humane to let them linger indefinitely in the shelter. While volunteers do not take part in the process, you will need to be able to come to terms with the fact that it does happen.

Volunteers are expected to show consideration to the staff that is involved in euthanizing animals. If you would like to discuss euthanasia or our policy further, please see the Director.

WHAT IF A PARTICULAR ANIMAL IS GONE WHEN I COME IN?

Please ask the staff about the animal. If you are only volunteering once a week the animal may have been adopted out another day. If the animal was euthanized we will be honest with you about it and let you know the reason why.

ARE WE CONSIDERED A NO-KILL SHELTER?

The most accurate answer is we are striving to minimize euthanization at our shelter and are committed to do everything in our power to avoid the euthanization of healthy, adoptable animals. Unfortunately, there is still much debate on the definition of “no-kill”, often due to lack of agreement on the definition of “adoptable animals”. As a government agency, our statistics are a matter of public record and we are proud to say they show a steady positive trend for the last several years. We are pleased to say our Live Save Rate in 2014 was 92.3% for all cats and dogs that entered WCAC.

Our shelter is an “Open Admission” shelter. This means that we do not turn away sick, injured or aggressive animals that are brought in by the residents of our county or the Animal Control Officers. We do not deny admission because of age, breed, or any other reason as long as the people bringing in the animals are residents of our county. All animals will receive the best care, respect and treatment at our facility. We will do our best to prepare an animal for an adoptive home. Often animals come to us with behavior problems or terminal illnesses or injuries. We will do whatever is reasonably within our capability to rehabilitate these animals. Unlike some shelters, we do not have funding for professional behavioral and/or rehabilitation specialists. In the instance where an animal is terminally ill or injured and suffering, or so aggressive that it poses a risk to the public, we will make the responsible choice to humanely euthanize those animals. All reasonable efforts will be exhausted before such a decision is made. We believe every animal has the right to be free of suffering and the right to be placed in a loving and caring home. For those very reasons we believe it is not fair to indefinitely house animals that are unable to be rehabilitated.

There is no time limit for the adoptable animals at our shelter. Once an animal is placed up for adoption and remains mentally and physically healthy, it will remain at the shelter or in one our approved foster homes until it is adopted.

FOSTERING

One of the most important things a volunteer can do to help save animal lives is fostering. There are a number of reasons we often need fosters:

- Overcrowding at the shelter
- Controlled environment needed for medical treatment
- Providing experience in a home so we can tell adopters more about him/her
- Temporary living space while waiting for rescue transport

We provide all the basics the animal will need such as crate, food, and medicine. It is important to note that all animals released into the temporary custody of WCAC approved foster homes are the legal property of Williamson County Animal Center and remain the property of WCAC while in the foster home. WCAC makes the final determination of all decisions concerning the animal, such as adoption approvals and medical treatment. Foster animals needing medical attention during business hours must be brought to the staff veterinarian at WCAC. After hours, they must be taken to a medical facility designated by WCAC. Unapproved medical expenses will not be reimbursed by WCAC.

To be considered as a foster, please request a Foster Application. After it is approved you will be placed on file as a potential foster and will be contacted as needs arise. The application allows you to specify preferred size, age, species, and so on. Fosters must also sign a Medical Care Guidelines agreement which provides information regarding medical treatment of the foster animals.



FREQUENTLY ASKED QUESTIONS

What should I do if a shelter animal bites me?

Please report it right away to shelter staff. If the skin is broken we will provide first aid or recommend that you see a doctor. Be sure to explain the circumstances of the bite accurately so that we can properly assess the behavior of the animal. By State law a bite report must be completed and the animal may be quarantined for ten days.

What should I do if I have a health concern about an animal?

We have a Vet Check Request procedure that will be explained in your hands-on training session. Please understand that soft stool is usually not a concern, but bloody stool or diarrhea can be. If you see worms in the feces, use the drawings in the volunteer lobby to identify the type of worm.

How long should a dog walk last?

Typically, a ten or fifteen minute walk is adequate. One lap around the gravel path is good for most dogs, but smaller or older dogs may need less and high energy dogs may need more. If there are enough volunteers to easily walk the dogs in a shift, spend more time if you want to. If we are short of volunteers in a shift, the focus needs to be on getting all the dogs out so the walks may have to be shorter.

Should I try to teach basic commands like sit and stay?

Absolutely. Don't try to be Cesar Milan, but remember your main job is to make the animals more adoptable. That includes helping them become better leash walkers and at least learning "sit".

Can dogs play together in our play yards?

Not unless the dogs share a kennel inside. The exception is that Green Aprons, based on their knowledge of the dogs, are allowed to put two dogs together when monitored carefully.

Can more than one cat at a time play on the cat porch?

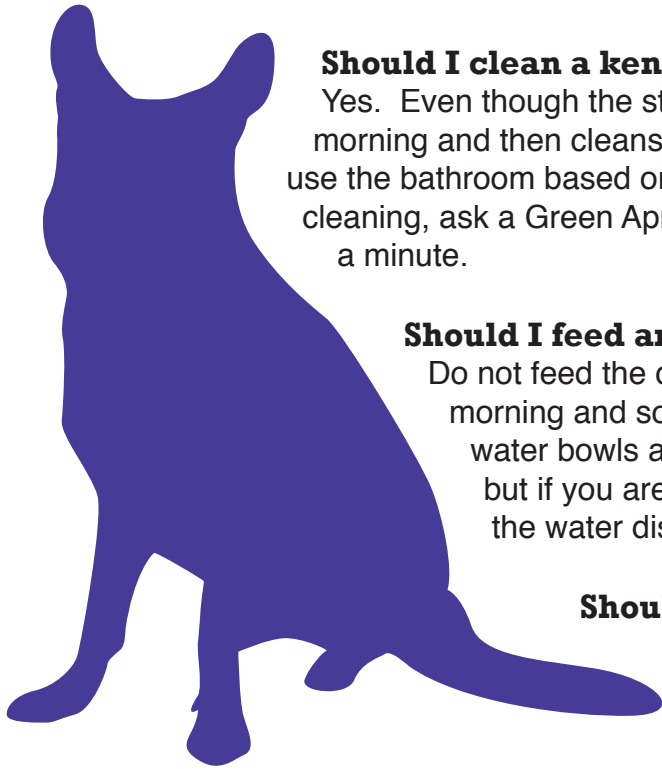
Only if those cats are listed as compatible playmates on the chart inside the adult cat room. Ask a Green Apron for help if you have questions.

Can I take a dog into the public parks (*Maggie's Bark Park and Rascal's Run Around*)?

No, those parks are for the public. Because we don't know anything about the temperament or medical history of the dogs the public brings in, we do not allow our dogs to mingle with them. If a public dog approaches you while you are walking a shelter dog, do not allow the dogs to interact. Please use Hank's Meet and Greet (green dog run) or Itchy's if you want to let a shelter dog off leash to play.

Can I leave a dog unattended in Hank's or Itchy's?

Do not leave them unattended. Some of our dogs are very athletic and can climb fences or dig under them. Please do not allow a dog to dig in our parks.



Should I clean a kennel if I notice it's dirty?

Yes. Even though the staff cleans and sanitizes each kennel every morning and then cleans as necessary throughout the day, the dogs don't use the bathroom based on our schedule. If you see that a kennel needs cleaning, ask a Green Apron to show you how. It's easy and only takes a minute.

Should I feed and water the dogs if their bowls are empty?

Do not feed the dogs. They are fed the full day's quantity each morning and some of them may be on restricted diets. All the water bowls are checked periodically and at the end of the day, but if you are concerned, especially in hot weather, you may fill the water dish.

Should I feed and water the cats if their bowls are empty?

Do not feed the cats. Many of them are on restricted diets or require special food. You may fill an empty water dish if you wish.

What times of day are the most volunteers needed?

Dog Volunteers are especially needed in the mornings between 7:00 AM and 9:00 AM, and in the afternoons between 3:30 PM and 6:00 PM, but they are welcome at all times between 7:00 AM – 6:00 PM on weekdays, 7:00 AM – 3:00 PM Saturdays, and 7:00 AM – 2:00 PM Sundays and holidays. Cat Volunteers are needed during all adoption hours, which are 10:00-6:00 PM weekdays, 11:00-3:00 Saturdays. They are also needed on Sundays and holidays from 10:00 AM – 2:00 PM.

What does it mean when a dog or cat is going to Rescue?

It means that dog or cat is effectively adopted. We work with only the most reputable rescue groups and have working relationships that have been developed over a period of years. Our Rescue Coordinator, Karen Menzyk, has found homes for hundreds of dogs and an occasional cat over the last fifteen years. Many of our rescue dogs go to northern states such as Maine because they have stringent spay and neuter laws and licensing requirements that are enforced and have created a situation where demand exceeds supply. They rescue dogs from southern states where traditionally we have done a poor job of spaying and neutering, thus we have an excess supply of dogs.

Do cats get rescued too?

Absolutely. The difference is they usually find homes in this area.

What is the Rescue Waggin' program?

We are proud to have been selected to participate in this program which is run by PetSmart Charities. Each month we send a number of dogs (usually 8 to 20) via Rescue Waggin' transport to shelters in the North Central U.S. where they have a shortage of adoptable animals. These shelters have adoption policies similar to our own and the dogs are typically adopted very quickly. Programs like this allow us to avoid euthanizing for space.

Is there a specific place I should park when volunteering?

Please leave the spaces closest to the front door open for potential adopters. Parking is available along the driveway (except in front of the fire hydrant) and in the Columbia State lot next to the soccer field.

Why doesn't the shelter accept surrendered animals on Saturdays?

It's a staffing problem. We have one animal control officer on duty on Saturday and he or she must leave the building often on calls. When an animal is surrendered, it rarely has medical records so we must vaccinate upon intake to protect the animals already in the shelter. We don't have the staff to safely intake animals on Saturday. For now on Saturdays we are open as an adoption center only.

Why do I need to record my hours when I volunteer?

Some of the grant programs available to us require that we provide an accounting of our volunteer involvement. Also, many of our volunteers want us to track their hours for community service. The sign in sheets are how we track hours. It also helps us detect patterns and determine when we need to build up our volunteer participation.

Where can people see photos of adoptable animals?

On our website at www.adoptwcac.org, click on Adoptable Animals. We also feature pets from time to time on our Facebook page, which is Williamson County Animal Center. We have added a button on our Facebook page that says "Petfinder Adoptable Animals" that shows the same information.

What will I learn at the hands-on training that I don't learn at the Orientation Class?

The Orientation Class is set up to provide general information about the shelter and to educate potential volunteers about the various jobs that are available. The hands-on sessions are very important to help new volunteers learn the basics of a job. For example, dog walkers are shown how to properly hold a leash, how to safely enter and exit the building with a dog, what to do when you encounter another dog walker in the building or outside, how to remove dogs from their kennels safely and return them the same way, etc.

What should I do to help potential adopters?

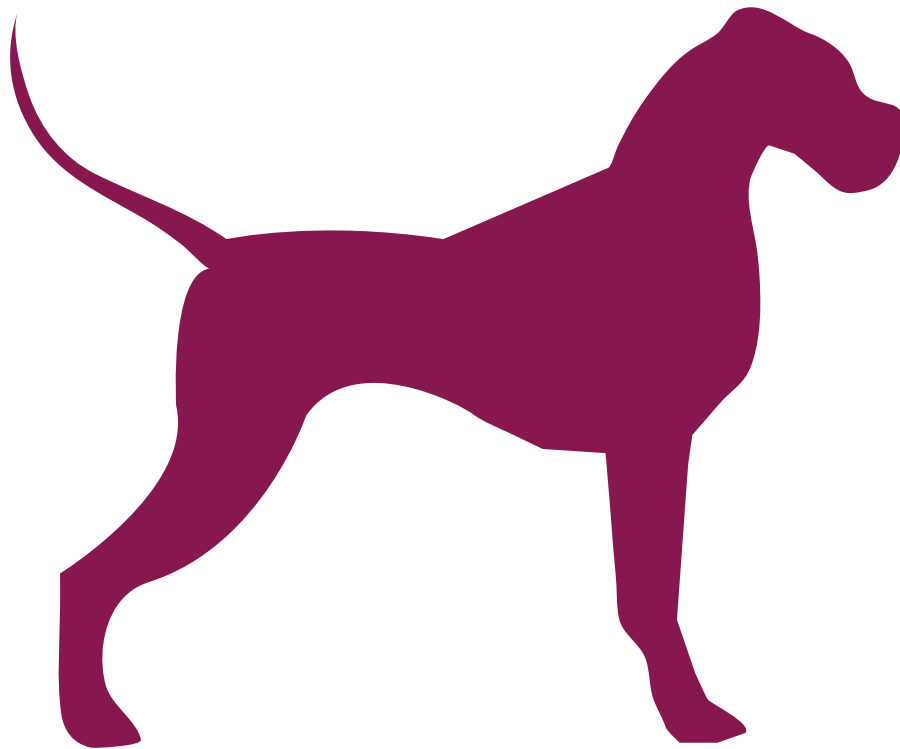
Treat them as if you work in a retail establishment. Provide them a high level of service by asking if you can answer any questions about a particular dog or cat. Perhaps ask them why they are looking at a certain dog. Don't be judgmental – try to help. If you are not comfortable talking to people or feel you don't know enough to be helpful, ask someone else to help them.

Does the shelter handle wildlife?

Other than domestic animals, we only take in skunks and bats. Tennessee State Law requires that we euthanize all skunks and bats upon intake due to risk of rabies. If the skunk or bat had contact with a person or domestic animal, it is sent to a State laboratory for rabies testing. If a resident has trapped rats, mice, reptiles, amphibians, raccoons, opossums, squirrels, or ground hogs WCAC will not handle these animals. We instruct the residents to safely release the animal. If a resident has foxes, coyotes, bobcats, weasels, river otters, birds of prey, venomous snakes or large wildlife we instruct the resident to contact Tennessee Wildlife Resource Agency for assistance.

Do I put my own animals at risk by volunteering?

As long as your pets are current on vaccinations there is minimal risk. We advise that they get the bordatella (kennel cough) vaccine if they are not currently getting that one. You should wash and sanitize your hands often at the shelter. Please ask if you would like more information on common shelter diseases.



**Thanks again for considering becoming a volunteer for
Williamson County Animal Center.**

**We truly appreciate your willingness to give of your time and talents
for the benefit of these special creatures.**

VOLUNTEER CODE OF CONDUCT

By signing this agreement, I, _____, agree to the following Williamson County Animal Center (WCAC) Volunteer Code of Conduct:

- I understand that the goal of the volunteer program at WCAC is to engage and educate the public on the mission & philosophy of WCAC, to support shelter activities, and to provide supplemental care and enrichment for the lives of shelter animals and that my actions and attitudes should always further these goals. I understand that I can and should always seek guidance if I am ever unclear about the mission, philosophy or practices of WCAC.
- I agree to conduct myself in an appropriate and professional manner while volunteering for WCAC, following & publicly supporting WCAC program, policies and practices. In my capacity as a volunteer, I agree to consistently conduct myself in a manner consistent with humane treatment of WCAC animals and professional interaction with WCAC employees, patrons, other volunteers, and members of the public.
- I understand that WCAC welcomes & relies upon volunteer feedback. If I am ever in disagreement with any philosophy, policy or practice of WCAC, I agree to use the appropriate, established communication channels to share my concerns or feedback. The channels are, in order:
 1. Communicate first with the Volunteer Coordinator.
 2. If I feel my concern was not addressed at this level, I will then communicate it directly to the Director.
- I understand that I am responsible for reviewing all the materials given to me at orientations and trainings, including the New Volunteer Manual. If I have any questions or do not understand anything in the materials, I agree to ask the Volunteer Coordinator.
- I know that as a WCAC volunteer, I represent Williamson County Animal Center, and I promise not to engage in any activity or communication that may cause harm to the reputation of WCAC. I agree to be a role model for the humane treatment of animals, at home and in all places as well as while working with the shelter animals.
- I agree to accept supervision, direction and support from the WCAC staff and understand that they will provide me with feedback to help me perform my volunteer duties most effectively and safely, and in the best interest of the animals I am volunteering for.
- I understand that failing to observe the above agreements could result in my dismissal from the volunteer program, and that I can be removed at any time at the discretion of the Volunteer Coordinator or Director.

Volunteer Signature

Date

Signature of Parent or Legal Guardian (*For volunteers under the age of 18 only.*)

Date

***** VOLUNTEER RELEASE FORM *****

Williamson County Animal Center
106 Claude Yates Drive
Franklin, Tennessee 37064
615-790-5590

I have volunteered to care for, walk, and interact with the animals at the Williamson County Animal Center. As a volunteer, I agree to follow all rules, policies, and procedures of Williamson County Animal Center while volunteering for WCAC in any capacity.

I assume all risk associated with volunteering, and understand that Williamson County Animal Center offers no warranty or guarantee as to the animals' physical condition, health, or ability to cohabitate with persons or other animals. I agree to indemnify and hold Williamson County harmless from any and all damage to myself or my property, or the person and property of third persons, resulting from my volunteering for WCAC in any capacity. I assume responsibility for my own safety during these activities.

PRINT NAME _____

SIGNATURE _____

DATE _____ **TELEPHONE** _____

EMAIL ADDRESS _____

IF UNDER 21, PARENT'S SIGNATURE _____

IS THIS FOR REQUIRED COURT COMMUNITY SERVICE? _____

IS THIS FOR REQUIRED SCHOOL COMMUNITY SERVICE? _____

NUMBER OF HOURS REQUIRED _____

DATE HOURS ARE TO BE COMPLETED _____

SCHOOL _____

COORDINATOR _____

TELEPHONE NUMBER OF COORDINATOR _____

YOU MUST SIGN IN AND OUT ON THE PROVIDED DAILY HOURS LOG TO RECEIVE CREDIT FOR HOURS WORKED.