

Brevard County Animal Services

Volunteer Manual



North Animal Care Center (NACC)

2605 Flake Road
Titusville, FL 32796
Phone: (321) 264-5119
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South Animal Care Center (SACC)

5100 West Eau Gallie Boulevard
Melbourne, FL 32935
Phone: (321) 253-6608
Fax: (321) 253-6623

Volunteer Coordinator:

Jill Mollohan

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(321) 255-4379

www.brevardanimalservices.com

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Introduction

Welcome to Brevard County Animal Services (BASE). We are proud to have you join our team! Your attendance, dedication and participation help keep our shelters operating. Thank you again for donating your time to the animals in our care.

We encourage your suggestions, questions and comments regarding this program. We are always seeking ways for improvement.

This manual contains information to help you learn about us and will serve as your guideline as you begin your volunteer work with us. Feel free to ask questions. We believe all questions are important, so please do not hesitate to ask. Volunteers are a vital and valuable component of our mission. As such, volunteers are expected to be familiar with and adhere to our policies and procedures. Please read this manual carefully and ask senior staff if you have any questions.

About Us

The Animal Services Department is a county funded service provided by the Brevard County Board of County Commissioners. Both the SACC and NACC operate under the supervision and guidelines set forth by the Brevard County Animal Services and Enforcement (BASE) Department and the Brevard County Board of County Commissioners.

Our shelters receive approximately 18,000 animals each year. SACC and NACC are the only open-admission animal shelters in Brevard County. This means that we accept all homeless animals.

BASE is dedicated to serving and protecting the public and promoting a safer community through responsible animal ownership and humane care.

In addition to housing, medical care, spay/neutering and adoption placement of animals in our custody BASE also provides the following services:

Animals in distress, promoting spay/neuter surgery to prevent overpopulation, humanely capturing nuisance or dangerous animals, helping people find lost pets, humanely euthanizing animals that cannot be adopted, investigating animal abuse and cruelty complaints, enforcing animal control ordinances, and educating the public about responsible pet ownership.

Adoption Center Hours of Operation

South Animal Care and Adoption Center (SACC)

Monday: 10am to 5pm
 Tuesday: 12pm to 7pm
 Wednesday: 10am to 5pm
 Thursday: 12pm to 7pm
 Friday: 10am to 5pm
 Saturday: 10am to 5pm
 Sunday: Closed

North Animal Care and Adoption Center (NACC)

Monday: 10am to 5pm
 Tuesday: 11am to 6pm
 Wednesday: 10am to 5pm
 Thursday: 11am to 6pm
 Friday: 10am to 5pm
 Saturday: 10am to 5pm
 Sunday: Closed

Contact Information

Volunteer Coordinator:

Jill Mollohan

Email: jill.mollohan@brevardcounty.us

Phone: (321)255-4379

North Animal Care and Adoption Center (NACC)

2605 Flake Road

Titusville, FL 32796

Phone: (321) 264-5119

Fax: (321)264-5066

NACC Shelter Supervisor: Paula Hunter

South Animal Care and Adoption Center (SACC)

5100 West Eau Gallie Boulevard

Melbourne, FL 32935

Phone: (321) 253-6608

Fax: (321) 253-6623

Animal Service and Enforcement Administrative Office

2725 Judge Fran Jamieson Way

Building A-119

Viera, FL 32940

Phone: (321) 633-2105

Fax: (321) 633-2011

Volunteer Application Process

All potential volunteers must submit a Brevard County Animal Services volunteer application, which can be found on our website (www.brevardanimalservices.com), or at our animal care centers (NACC and SACC). Upon submission of your application you will be contacted by the Volunteer Coordinator via telephone or email. You will then be scheduled for a mandatory orientation. You will be asked to sign an agreement to authorize us to conduct a background check. If accepted into our volunteer program you will be contacted by the volunteer coordinator to schedule any additional training and scheduling for the volunteer position(s) you are interested in.

All applicants must be 16 years of age or older to volunteer with Brevard County Animal Services. However, volunteer opportunities are available for persons 13 years of age and older, provided a parent or guardian is also a volunteer.

Volunteer Positions and Descriptions

Greeters:

Smiling, enthusiastic people are always needed at both SACC and NACC to greet everyone who enters our doors.

Duties include:

- Welcoming everyone who visits the shelter
- Directing the public to the appropriate areas
- Making the public aware they need to sign-in when necessary
- Ensuring the lobby and cat adoption areas are clean and neat
- Assisting the public with general questions
- Ensuring the cats in the cat adoption areas have food, water, dry bedding and clean litter.

Requirements:

- Must have excellent customer service and communication skills
- Must represent Brevard County Animal Services in a professional manner
- Must be aware of adoption procedures
- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must be able to bend and lift
- Must be able to tolerate exposure to cleaning agents

Event Volunteers:

Event volunteers are on an as-needed basis to assist in special events. This is an excellent opportunity for those volunteers that do not enjoy working in the shelter environment.

Duties include:

- Distribution of flyers and other advertisements
- Recruiting event participants
- Collect materials and transport to event locations
- Attends and participates at events which include setup/cleanup
- Assist in transporting applicable animals to events
- Speaking to the public under the instruction of the volunteer coordinator

Requirements:

- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must be able to bend and lift

- Must have excellent customer service and communication skills
- Must represent Brevard County Animal Services in a professional manner
- If transporting animals in a county vehicle, must provide a valid drivers license and current proof of insurance. Must give us permission to obtain a driver record transcript from the Department of Highway Safety and Motor Vehicles and then be approved after review of the transcript. And must attend the next available Driver Safety class provided by the county
- Must be familiar with Animal Services adoption procedures

Transport Volunteers:

We are always in need of dedicated volunteers willing to transport animals to spay/neuter surgery (this is normally needed at NACC), and transport animals to other shelters or rescues.

Duties include:

- Insuring the safety and welfare of animals that you are transporting
- Under the direction of the volunteer coordinator or designated staff member arriving and departing at scheduled time

Requirements

- Must be punctual for each transport event assignment
- Must represent Brevard County Animal Services in a professional manner
- If transporting animals in a county vehicle, must provide a valid drivers license and current proof of insurance. Must give us permission to obtain a driver record transcript from the Department of Highway Safety and Motor Vehicles and then be approved after review of the transcript. And must attend the next available Driver Safety class provided by the county
- Must be able to bend and lift
- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times

Photographer:

Our website and others that showcase our adoptable pets (such as petharbor.com and petfinder.com) rely on photos of the animals. These photos are extremely beneficial to potential adopters looking for a new pet, or owners that are trying to find their lost pet. Having a good photo of an animal can greatly increase its adoptability. A photographer volunteer may also have the opportunity to photograph at special events, volunteers at work or other assigned activities.

This position is best if you have another volunteer working with you, which makes photographing an animal much easier.

Duties include:

- Take quality photos of our pets that are available for adoption
- Record accurately the animal identification number that corresponds with the animal photo

- Under the direction and supervision of a staff member, upload photos to be placed on the Brevard County Animal Services website.

Requirements:

- Enjoys taking photographs
- Working knowledge of operating a digital camera
- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must represent Brevard County Animal Services in a professional manner

Animal Care Assistant:

Help give the animals a healthy, pleasant place to live while they are in our care.

Duties include:

- Cleaning small animal cages
- Cleaning dog and puppy kennels
- Feed and water animals
- Washing food and water bowls
- Laundering bedding, towels, etc.
- Cleaning and stocking restrooms and general public spaces

Requirements:

- Must never give false or inaccurate information to the public
- Must be able to bend and lift
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must represent Brevard County Animal Services in a professional manner
- Must be able to tolerate exposure to cleaning agents
- Must be able to dedicate a minimum of 2 hours of time per visit

Dog Walker:

Dog walkers provide exercise and socialization for pre-screened dogs and puppies. The extra attention calms the animal and eases their tension, which makes them more adoptable. Aside from exercise, this task acclimates the dog to walking on a leash, provides basic obedience training and safe dog handling which result in desirable behaviors that makes the dog more adoptable.

Duties include:

- Walk dogs located on adoption row in designated areas
- Socialize/walk puppies in the designated puppy area
- Provide basic obedience training

Requirements:

- Must never give false or inaccurate information to the public
- Must be able to bend and lift
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must represent Brevard County Animal Services in a professional manner
- Must be aware of adoption procedures
- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must be able to tolerate exposure to cleaning agents

Groomer:

Grooms animals that are available for adoption. This helps the animals' appearance and makes them more adoptable.

Duties include:

- Bathes, brushes, trims and maintains the overall appearance of animals available for adoption
- Grooming may include the use of scissors, clippers, brushes, combs, shampoo, flea and tick dip and other devices

Requirements:

- Must have working knowledge of the tools and devices used when grooming
- Must never give false or inaccurate information to the public
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times
- Must be able to tolerate exposure to cleaning agents
- Must be able to bend and lift
- Must represent Brevard County Animal Services in a professional manner

Clerical Assistant:

Provides assistance to the Animal Services staff with office operations

Duties include:

- Answering telephones
- Filing
- Assisting the public with accurate information
- Data entry
- Other office work as needed

Requirements:

- Must never give false or inaccurate information to the public

- Must represent Brevard County Animal Services in a professional manner
- Must have excellent customer service and communication skills
- Assisting the public with general questions
- Making the public aware they need to sign-in when necessary

Animal Biographer:

This volunteer position can work in conjunction with other volunteer positions, such as dog walking, greeter, cat socialization, etc or it can be 5. Once you have spent a little time with an animal, you can write a biography about them to help give the public more information about the animal. It is always important that these are well-written, witty and truthful, yet creative.

Duties include:

- Getting familiar with the animal
- Writing a biography about the animal that will assist in its adoptability

Requirements:

- Excellent writing skills
- Ability to be creative
- Must never give false or inaccurate information to the public
- Must represent Brevard County Animal Services in a professional manner
- Must learn and practice safe animal handling according to BASE cat and dog guidelines at all times

Scheduling, Sign-in/out Procedures and Volunteer Status

Scheduling Procedures:

In order to help this program run effectively and efficiently we require that volunteers schedule their volunteer visits in advance with the Volunteer Coordinator. This helps ensure that we have our volunteer positions covered and are not under or over staffed. In the near future, you will have the ability to submit your schedule via our website. In the meantime you will be schedule through the volunteer coordinator. It is important that in the event you cannot make it for your scheduled hours that you contact the volunteer coordinator in advance.

Sign-in/out Procedures:

All volunteers must sign in at the time of their arrival on each occasion that they volunteer. Sign-in books are located in the shelter lobby area. Please make sure to choose the correct sign-in book (Volunteer vs. Court-Ordered Community Service). After signing in with the date and time you are volunteering, please obtain the appropriate apron (Volunteer vs. Court-ordered community service). Find the supervisor or mentor you are assigned to if applicable. Please do not forget to sign out.

There are several reasons we ask our volunteers to sign in and out. Safety, statistics and requirements of other programs

Safety: In case of an emergency event, we need to know who is in the facility

Statistics: It is important that we keep track of our volunteers, as we are a government entity operating on county funding. Keeping accurate records of all aspects of our shelters is imperative in order to continue to receive funding to operate and improve services for the animals in our care and in our community. We also need this information when applying for grants and other funding.

Requirements of other programs: Many of our volunteers are offering their time as a requirement for schools and other organizations. In order to be assured that you receive the proper credit, the sign-in/out policies must be adhered to.

Volunteer Status:

There are two status types for volunteers – Active and Inactive.

An Active Volunteer is one that volunteers 4 hours every month. A volunteer's status becomes inactive when they have not volunteered for 6 months.

We request if a volunteer chooses to end their volunteer relationship with us that the volunteer notify the Volunteer Coordinator in writing or via email. This helps us improve our volunteer program.

Revocation of Volunteer Privileges

Volunteer privileges may be suspended or revoked at any time with or without reason or cause.

Safety

It is essential that we all work together to identify safety hazards for people and animals.

Practice effective hygiene at the shelter and at home

- Wash hands frequently with antibacterial soap or an anti-microbial solution, especially after handling any animal and prior to eating or smoking. Please be sure to wash hands in between any contact with animals
- Educate yourself – be aware of the importance of wearing gloves and using antibacterial soaps or anti-microbial solutions when working around animals
- Stay current on appropriate vaccinations, such as tetanus
- Wear long pants and sturdy closed-toe shoes or boots
- Use gloves when changing litter boxes, washing food and water dishes or cleaning up animal excrements
- Disinfect scratches and bite wounds thoroughly. **All scratches and bite wounds must be reported to a supervisor**
- Never handle an animal whose disposition is questionable
- Tell your physician that you work closely with animals
- Be sure your own animals at home are up-to-date with their vaccinations
- We suggest that you always change clothes before socializing with your animals at home

Keeping the shelter a safe environment

- “Wet Floor” signs should be placed on wet walking surfaces without exception
 - If a dog urinates outside of his kennel, please mop up the mess and place a “Wet Floor” sign on the area.
- Wear appropriate clothing and sturdy closed-toe shoes or boots. Refer to the “Shelter Attire” section below.
- Use gloves when changing litter pans, washing food and water dishes or cleaning up animal excrements.
- Disinfect scratches and bite wounds thoroughly. **Report any scratch and bite wounds to a supervisor.**
- Never handle an animal whose disposition is questionable or that you feel uncomfortable with.

Shelter Attire

Volunteers should wear casual clothes that are appropriate both for working with animals and meeting the public. Jeans, shorts, t-shirts and surgical scrubs are commonly worn. Volunteers must remember that while you are here, you are representing the shelter and your professional appearance and conduct help form the public’s overall impression of the organization. Volunteers must represent the organization in a professional manner. Short-shorts, revealing clothing, or clothing with inappropriate slogans, advertisements or logos that are considered offensive to the public, other volunteers or shelter staff are strictly prohibited.

Non-slip shoes are required. Open-toed shoes are prohibited (such as sandals). Bare feet are strictly prohibited. Athletic shoes or other non-slip enclosed shoes would be appropriate shelter footwear.

Jewelry and perfume should be kept to a minimum. Some animals, especially cats are allergic to perfumes. Dangling jewelry such as necklaces, bracelets, and earrings may be entangled on a cage or kennel, door, latch fence or look particularly fun and enticing to some animals.

Identification Badges

Each volunteer will be provided with a name badge after completion of their volunteer application, interview, orientation, background check and acceptance into the volunteer program. This badge must be worn at all times while volunteering.

Parking

Volunteers must park in the “Park and Ride” lot to the west of the building. If special accommodations are needed, please contact the Volunteer Coordinator.

Accidents and Incidents

Any accident or incident must be reported immediately to the Volunteer Coordinator or another supervisor or lead immediately. You will be required to fill out an accident report and may be required to seek medical attention.

Animal Bites

Animal bites are serious business. State law requires that if an animal bite breaks a person's skin, a bite report must be completed. If you are bitten while volunteering, no matter how minor it may appear, it must be reported to a supervisor and a bite report must be filled out by a staff member so the animal can be observed for rabies.

A volunteer who neglects to report a bite they receive while volunteering for Brevard County Animal Services will have their volunteer privileges immediately revoked.

It is recommended that volunteers have up-to-date Tetanus immunization. Volunteers should check with their family physician to see if a tetanus shot is needed before volunteering in an animal shelter environment.

Restricted Areas

Some of the areas in the Animal Care and Adoptions Centers are off-limits to volunteers because of disease control, animal comfort or the possible interference with shelter operations. **Failure to comply with this rule is reason to immediately revoke volunteer privileges.** Volunteers may work in some of the following areas to assist with cleaning **only when accompanied by a staff member.**

The clinic/surgical suite used for health evaluations and spay/neuter surgery is off-limits to volunteers. This helps reduce stress and anxiety for the animal and staff. Only the staff veterinarian may authorize a volunteer to assist in this area.

The isolation, quarantine, stray holding areas and the euthanasia rooms are off-limits to volunteers. This reduces the potential of volunteers being put in dangerous situations and helps insure the safety of the animals in our care.

Volunteers are not permitted behind the front desk without permission from a supervisor.

Euthanasia

Euthanasia is not a pleasant topic, however, the shelter staff bears the burden of this task. Volunteers do not participate in the euthanasia process and are asked to respect the staff's judgment and experience. If you have specific questions about a decision, please see the shelter supervisor.

Brevard County Animal Services euthanize animals in the following circumstances:

- When an owner specifically brings his/her animal to our facility to be euthanized. The owner must sign a euthanasia request form.
- Animals which belong to Brevard County Animal Services and are deemed a threat to the general public
- Some sick animals which belong to Brevard County Animal Services (Brevard County Animal Services does not have the resources to treat all sick animals)
- Some healthy animals which belong to Brevard County Animal Services when the shelter has reached maximum capacity
- Some behaviorally unsound animals which belong to Brevard County Animal Services
- Critically ill or injured strays, as allowed by law

Note: Animals which “belong” to Brevard County Animal Services are stray animals for which the required holding period has expired, and owner surrendered animals.

Brevard Animal Services makes every attempt to keep friendly, healthy animals as long as “feasible”. Feasibility is based upon many factors, including: animal temperament, animal health, shelter environment (number of occupants, available funds, staffing levels, etc). Feasibility is determined by the Animal Services Director and staff.

THANK YOU!

Thank you for taking the time to read this manual. It is very important that all policies and procedures are followed, and that volunteers and staff work together.

We appreciate your time and dedication and we want your volunteer experience to be rewarding.

Welcome and thank you for your support.

Special thanks to Tonia Sellon for her assistance in writing and compiling this volunteer manual.