



TRUTH OR CONSEQUENCES ANIMAL SHELTER VOLUNTEER HANDBOOK

(Effective September 12, 2018, as approved by T or C Board of Commissioners)

(*Note: This entire SOP was revised and approved for publication by City Manager Morris Madrid, on September 4, 2019.)

Nationally, volunteers have proven to be a vital part of animal shelter operations within municipalities. Because of such successes our city has implemented a volunteer program to assist with Truth or Consequences Animal Shelter (TCAS) operations which will assist in saving the lives of thousands of animals in our community. Thank you for your interest in becoming part of our team!

Volunteers generally help socialize animals, and assist with the caretaking of animals. Their special skills and talents make a positive difference in the lives of TCAS animals. The recruitment of volunteers is essential for good TCAS operations. Since most volunteers interact in one way or another with the public, it is important that their relations with animals are *humane, respectful, and kind*.

All volunteers are required to document that they have read, understand, and will comply with the volunteer handbook. Read through it carefully. You are not expected to remember everything in this handbook, but you are expected to refer to the appropriate section of the handbook when needed. This handbook should be used in conjunction with volunteer training. The following sections are included in this Handbook:

Section 1: Policy (includes the Volunteer Mission Statement)

Section 2: Volunteer Positions (Descriptions)

Section 3: Commentary Regarding the Truth or Consequences Animal Shelter Standard
Operating Procedures (SOP Manual)

Section 4: Volunteer Training Manual Appendices:

Appendix A: (Protocols for various volunteer duties)

Appendix B: Volunteer Forms

Appendix C: TCAS Volunteer Performance Appraisal Form

SECTION 1: Policy

A. Purpose

A written policy program will help to assure that all parties have a clear understanding of what is expected of each of them. Lack of established programs when utilizing volunteer personnel may cause disappointment for both the volunteer and for the regular employees in the workplace.

This policy is designed to provide a basic overview of the policies and procedures which provide all of us (paid and volunteer staff) with guidance and direction.

B. Introduction to Truth or Consequences Animal Control

It is estimated that TCAS will take in approximately 787 dogs and cats every year with a staff of three TCAS personnel (one manager and two TCAS employees) and two Animal Control Officers. Additionally, it is estimated that the TCAS will average about 120 adoptions, 188 Reclaims, and euthanize 68.

C. Volunteer Guidelines

1. Requirements

- a) Volunteers ages 18 and under must be accompanied by a parent or guardian.
- b) Be aware that many volunteer positions require bending, lifting, standing, walking, or squatting.
- c) All volunteers must be able to communicate clearly and understand and comply with written and spoken instructions.

2. Volunteer Opportunities

Making a good match between a volunteer's particular area of interest and the needs of TCAS help further the mission in providing care and companionship for homeless animals. It is also important for the volunteer's self-esteem and feelings of contribution.

The following programs contain specific volunteer positions:

- a) Socialization (dog walkers, cat cuddlers, etc.).
- b) Shelter Assistance (shelter cleaning, feeding, facility cleaning, etc.).
- c) Public Assistance (greeters, event assistant, etc.).
- d) Clerical (Follow up calls, welfare checks, reception, scheduling, filing, etc.).
- e) Specialty (dog trainers, dog groomers, photographer, graphic artist, etc.).

3. Application Process

a) Application Form

Individuals wishing to become a part of the TCAS volunteer team are asked to complete a Volunteer Application. The Volunteer Application contains questions designed to help understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, keeping pets indoors/outdoors, and other animal-related experiences help the TCAS Manager and Volunteer Coordinator to formulate an opinion as to how and where the individual will fit into a TCAS work environment.

b) Screening

Screening is an internal control performed by the Volunteer Coordinator. The Volunteer Coordinator reviews all applications and calls potential volunteers to advise them of the process involved for bringing new volunteers on board.

c) Background Check

To ensure the safety of our pets, volunteers and staff members we perform a standard nationwide criminal background check on all potential volunteers. Prior convictions may prevent you from volunteering with us.

d) Reference Check

In order to further ensure a good match of a volunteer with the appropriate volunteer position, TCAS will perform a reference check.

4. Acceptance as Volunteer

- a) Volunteers passing the screening, background check, and reference check are considered for acceptance for available positions.
- b) Volunteers will be provided with the position(s) description for which they are accepted.
- c) If more than one position is available for which the applicant is qualified and has expressed interest, the volunteer will be given the opportunity to choose which position he/she would like to fill.
- d) Should the position you desire not be available, you will have the option to be placed on a backup list for that position or you can request to be considered for another available position.

5. Non-Acceptance as Volunteer

- a) Not all potential volunteers are accepted to work at the TCAS. Some possible reasons are that the service offered is not needed, they may have an incompatible schedule, they may have a poor or abusive history with animals (based upon reference checks), and/or previous inappropriate interpersonal relations within the community or TCAS personnel.
- b) The Volunteer Coordinator will explain the reason or reasons why they are not being accepted and offer suggestions, if appropriate, for working at other organizations.

- c) The Coordinator will document the reason for non-acceptance on the Volunteer Information Form. The Information Form will be kept on file in the event the individual reapplies or a problem surfaces regarding the handling of denial.
6. Standard Operating Procedures (SOP)
- TCAS follows a Standard Operating Procedure that was adopted by the T or C Commission. The complete TCAS SOP manual (and this handbook) is posted on the T or C website and the Police Department's network server for your review.
7. Scheduling
- a) To enable TCAS staff to plan tasks, assignments and work load, each volunteer is expected to schedule in advance, preferably monthly, his or her time commitments on the Volunteer Calendar.
 - b) Volunteers are not permitted to come in whenever they desire.
 - c) Volunteers who wish to come in at a time for which they are not scheduled should first contact the Volunteer Coordinator to see if their help is needed.
 - d) Any cancellations are to be reported to the Volunteer Coordinator or TCAS Manager. Excessive no-shows or last-minute cancellations will not be tolerated.
8. Role of TCAS Staff
- a) TCAS staff is expected to keep the Volunteer Coordinator well informed of the volunteer's progress and work habits. This is especially important for community service workers and students, as the individual's probation officer or teacher may contact the Volunteer Coordinator or TCAS Manager on a regular basis for the status reports.
 - b) Any problems with volunteers should be promptly reported to the Volunteer Coordinator or TCAS Manager.
 - c) TCAS staff shall treat volunteers with respect at all times and not exhibit condescending behavior toward any volunteer.
9. Orientation
- a) All volunteers will attend an orientation
 - b) An orientation session is an important first step in introducing prospective volunteers about TCAS operations and programs. This session allows interested persons to evaluate their level of interest and time commitment.
 - c) The Volunteer Coordinator will contact potential volunteers to advise them of the date and time an orientation session is scheduled.

10. Training

- a) Before any volunteer begins work at the TCAS, he or she must attend a Volunteer Orientation.
- b) The Volunteer Coordinator introduces volunteers to all TCAS staff whenever possible.
- c) Volunteers should be trained for one position initially.
- d) Volunteers are encouraged to train for other positions once familiar and comfortable with the responsibilities of the initial position.

11. Use of City Resources/Property

- a) Volunteers may be required to use City property and resources in order to fulfill their duties.
- b) Volunteers must not use City property or resources for personal use.
- c) Volunteers must not allow anyone else to use City property or resources without direction from the Volunteer Coordinator or TCAS Manager
- d) Volunteers must not remove City property from the premises.
- e) Volunteers will not be authorized to drive City vehicles.

12. Volunteers will receive a performance evaluation during their first 90 days of volunteer work and thereafter every 180 days. Continuance in the program is dependent upon a positive outcome on such continuous appraisals.

D. Volunteer Mission Statement & Volunteer Code of Conduct

As with TCAS staff, volunteers are expected to follow certain rules of conduct and behavior in order to provide a safe and productive work environment. These general rules are included in the Volunteer Handbook and are reviewed during orientation.

Volunteers are expected to adhere to a certain code of conduct while volunteering at the TCAS and when representing Truth or Consequences. As a TCAS volunteer, you will be asked to support our programs and services; to abide by the policies and procedures of TCAS thereby presenting a positive image of Truth or Consequences to the public.

1. Mission Statement & Volunteer Code of Conduct.

Truth or Consequences, NM

Animal Shelter Volunteer Program

Mission Statement

As volunteers we assist TCAS staff in saving animals' lives. Volunteers assist TCAS staff in developing creative ways to do it and are passionate about success at it. It is understood that animals are our primary clients and everything we do is based on what is in their best interest individually or as a group. Volunteers provide assistance to TCAS staff by cleaning cages, socializing, providing exercise, training, enrichment, and other duties approved by TCAS staff. Such assistance will be performed in accordance with the documented TCAS Volunteer Program Handbook operating procedures and under the supervision/oversight of applicable TCAS staff personnel.

2. Professionalism

- a) Volunteers are expected to do their work in a professional manner
- b) Volunteers are expected to be constructive at all times, and should assist in any work they are asked to perform, as determined by their information form and/or job assignment.
- c) Volunteers should refer visitors to TCAS staff if questions are asked and the proper answer is not known.
- d) Familiarize yourself with the facilities so you can direct visitors to the appropriate animal areas.
- e) Discuss behavioral observation of the animals you are working with if there are concerns.
- f) Report any signs of illness in an animal to a staff member

3. Confidentiality

- a) In the course of volunteering with TCAS, you may have access to confidential information relating to its operations, customers, adopters, volunteers, donors, etc.
- b) Knowledge of such confidential information is a trust to be honored.
- c) Revealing confidential information to any individual without a need to know will lead to disciplinary action up to and including termination of the volunteer position.

3. Interaction with Media

- a) Any contact with the media must be brought to the attention of the TCAS Manager.
- b) Media includes anything printed, broadcast, or televised about TCAS.
- c) TCAS Volunteers may only speak to the media with prior approval from the TCAS Manager or a more senior T or C official within the Police Department's chain of command.
- d) Unauthorized contact with the media will lead to disciplinary action up to and including termination of volunteer position.

4. Social Media Policy

This policy is intended to promote responsible use of the Internet and social networking and to determine what can be posted on the Internet and social networks representing TCAS and who can post it.

- a) Internet posts are defined as posting on sites such as Internet blogs, discussion forums, message boards, chat rooms, social networking sites (such as Craigslist, Facebook, LinkedIn, Twitter, YouTube, etc.), and any communications made on similar sites.
- b) The following behaviors are examples of prohibited internet activities that may result in disciplinary action up to and including termination.
 - i. Sending or posting confidential material outside of the organization.
 - ii. Sending or posting messages or materials that could damage the organization's image or reputation as determined by the TCAS Manager, Police Department chain of command, and City Manager.
 - iii. Using TCAS's name on the internet for personal gain, religious activities or political causes or activities.
 - iv. Passing off personal views as representing those of the organization.
 - v. Unless provided written consent, you may not use T or C's logo on your posts.
 - vi. Employees/volunteers may not use company equipment or facilities for non-work related activities without permission. Social media activities should not interfere with your duties at work.
 - vii. TCAS Volunteers may not answer media questions on social media sites on behalf of TCAS.

Where no policy or guideline exists, volunteers are expected to use their professional judgment and take the most responsible action possible. If you are uncertain about the appropriateness of a social media posting, check with the Volunteer Coordinator, or TCAS Manager

5. Dress Code

- a) As volunteers, you make a first impression on the public we serve with your personal appearance.
- b) Volunteers are expected to dress appropriately.
- c) Volunteers are considered as representing TCAS whenever they are in TCAS Volunteer attire whether they are on or off duty in the TCAS and/or out in the community.
- d) Appropriate clothing requirements:
 - i. Clean wrinkle-free clothing with no holes.
 - ii. Jeans or other long pants
 - iii. Close-toed shoes—booties will be provided at the shelter.
 - iv. Nametag
- e) Not Appropriate clothing requirements:
 - i. Midriff-revealing tops
 - ii. Revealing attire
 - iii. Any vulgar statements or pictures on attire
 - iv. Open-toed shoes, sandals, flip-flops, high heels, or clogs
 - v. S h o r t shorts
 - vi. Tank tops

- vii. Baseball caps and sunglasses when leashing up dogs; this can be frightening or intimidating to them because they are unable to see the person's face.
- viii. Excessive jewelry; this poses a safety hazard
- f) Volunteers wearing inappropriate attire will be required to change, or be sent home if they do not have additional clothing to change into. (Scrubs will be provided at the shelter.)
- g) Repeated instances of inappropriate dress will lead to discipline up to and including termination of volunteer position.

6. Smoking Policy

- a) Smoking is not permitted in any building, outdoor shelter, city vehicle or auxiliary structure.
- b) Smoking areas are designated and are 50 feet away from any entrance, window or ventilation intake.
- c) Smoking litter must be properly disposed.

7. Attendance

- a) Programs and positions are available for every level of volunteer time commitment.
- b) Because staff work load is dependent upon a volunteer's time commitment, volunteers are expected to work the shifts for which they sign up.
- c) Volunteers are not permitted to come in whenever they desire.
- d) Volunteer that need to be absent from a shift are expected to contact the Volunteer Coordinator and let them know with as much notice as possible(although illness and accidents do happen and are understandable).
- e) Volunteers frequently and/or regularly missing their volunteer shift may be asked to switch to a volunteer position that does not require a high commitment.
- f) Volunteers who wish to come in at a time for which they are not scheduled should first contact the Volunteer Coordinator to see if their help is needed.

8. Cell Phone/Tablet/Computer/Phone Usage

- a) Volunteers are not permitted to use electronic devices when they are working directly with the animals as it poses a safety issue.
- b) When not in direct contact with an animal, please limit the use of your cellphone to short calls or texts and only when necessary.

9. Security

- a) Please be aware that for the safety of the animals, volunteers, staff and visitors, security cameras are on the premises. Security cameras are placed in public and restricted areas with the exception of the restrooms.
- b) Volunteers are to refrain from loitering in areas where they are not volunteering and not enter restricted areas unless their volunteer position requires them to enter a specific restricted area

10. Safety

Safety at the TCAS is an absolute must! Your safety is our biggest priority. To

prevent injury, follow these and all posted safety notices:

- a) Wash your hands and/or change gloves in between handling each animal to protect the animals against the spread of disease
- b) Discuss behavioral observation of the animals you are working with if there are concerns
- c) Do not enter a shelter where the animal has their ears back and tail between their legs.
- d) Animals in the stray area are not allowed to be moved, cleaned or walked by any volunteer unless approved in advance.
- e) While volunteers are allowed to assist a TCAS employee in the stray area with cleaning, the volunteer is not to be left alone.
- f) Report any signs of illness in an animal to a staff member.
- g) Do not handle any animals of which you are unsure
- h) You must report all bites and serious scratches to the Volunteer Coordinator or Manager. Not doing so may cause TCAS to terminate your service. This is for everyone's safety.
- i) Please notify your physician of your volunteer responsibilities, especially if you are pregnant or have a condition that may compromise your immune system. It is prudent for all volunteers to remain current on Tetanus shots.

11. Harassment Policy

Truth or Consequences is committed to taking reasonable steps to provide a professional working environment free from all forms of harassment, whether based on sex, sexual orientation, gender identity, race, color, religion, national origin, age, disability or any other protected classification.

12. Conflict Resolution

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best address them.

- a) Speak to the Volunteer Coordinator about your concern. You and the Volunteer Coordinator are encouraged to talk things over and resolve difficulties whenever you can. A frank talk is usually the easiest and most effective way to deal with the problem.
- b) If your concern is of a nature that you prefer not to discuss with the Volunteer Coordinator, make an appointment with the Manager. The Manager can help you and the Volunteer Coordinator gather the facts objectively and settle the matter.
- c) If your concern is of a nature that you prefer not to discuss with the TCAS Volunteer Coordinator follow the chain of command to seek assistance.

13. Corrective Action

- a) TCAS reserves the right to terminate a volunteer's connection with the organization at any time. However, the Volunteer Coordinator may provide verbal counseling and/or a written warning prior to termination, but is not required to do so.
- b) When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible.
- c) Informal discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction.
- d) The Volunteer Coordinator will make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

14. Termination

- a) Like TCAS staff, volunteers can be terminated at the discretion of the Animal Shelter Manager.
- b) In most situations, any problems brought to the attention of the Volunteer Coordinator will be discussed with the Manager
- c) A meeting will be called with the volunteer for the purpose of discussing the reason for termination.
- d) The Volunteer Coordinator or Manager is expected to document in writing the events leading up to termination, including discussions held at the meeting itself, and add this information to the volunteer's personnel file.
- e) Should there be an extremely serious incident that would warrant the volunteer to leave immediately, the staff on duty has the authority to direct the volunteer to leave.
- f) The TCAS staff will promptly notify the Volunteer Coordinator or Manager and will prepare written documentation describing the incident.
- g) For community service workers and students, the Volunteer Coordinator will contact the probation officer or teacher to inform them of the termination.
- h) If the volunteer's performance continues to deteriorate or corrective action is not adhered to, the Volunteer Coordinator will prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problem(s) that warrant the termination action.
- i) Volunteers must understand and comply with TCAS policies and guidelines. Any violation of policies will result in immediate dismissal from the volunteer program.
- j) Anyone terminated will be ineligible to reapply for a period of one (1) year. When a volunteer is terminated for animal cruelty, harassment or damage to persons or property, volunteer privileges will be permanently revoked.

- I) Possible reasons for termination may include:
- i. Failure to adhere to volunteer handbook guidelines.
 - ii. Conduct on duty which would be detrimental to the organization and/or the animals,
 - iii. Any breach of confidence or release of confidential information.
 - iv. Conduct off duty which would adversely affect the organization.
 - v. Reporting to event/shift under the influence of drugs or alcohol.
 - vi. Theft of property or funds.
 - vii. No call/No show for two events or shifts.
 - viii. Any abuse or mistreatment of animals.
 - ix. Gross misconduct or insubordination.
 - x. Unsatisfactory performance evaluations.

If you should decide not to volunteer with TCAS any longer, we would appreciate it if you would please send the Volunteer Coordinator a brief email to let us know why you are leaving.

E. Other Volunteer Provisions

1. Volunteers are required to follow the same adoption process as the general public.
2. Feed treats to animals only as allowed by the Volunteer Coordinator.
3. Personal pets, although beloved, are not allowed in the workplace (service animals exempted).
4. Although euthanasia may be discussed with volunteers, you should not interfere with euthanasia decisions and/or procedures.
5. Solicitation by non-staff members for any reason on company property is not allowed. Volunteers may not distribute literature for groups, organizations or businesses on City property or on behalf of the City.
6. Disease and prevention
 - a) Zoonotic diseases are diseases that humans contract from animals
 - b) The most effective means of preventing zoonosis is to:
 - i. Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.
 - ii. Wear gloves when cleaning the cats.
 - iii. Immediately disinfect scratches and bite wounds.
 - iv. Let your physician know that you work closely with TCAS dogs or cats.
 - c) Some of the illnesses that humans can catch from dogs and cats include: Ringworm, External Parasites (lice, mites, and fleas), Giardiasis (Beaver Fever), Leptospirosis (Weil's Disease), Lyme Disease, Nematode (worm) Infections, Rabies, and Salmonellosis (Salmonella).
 - d) You should not let this list alarm you, but rather remind you that you are volunteering in an environment where these organisms often exist.

unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our TCAS dogs and cats) is to:

- i. Make sure that your own animals have all of their vaccinations up-to-date.
- ii. Let your veterinarian know that you work with TCAS dogs and cats.
- iii. Change your TCAS clothes (or remove your scrubs) before socializing with your animals at home. After socializing with your animals at home be sure to change into scrubs, or clean clothes before initiating duty at the TCAS.
- iv. It is highly recommended that you use booties while working at the shelter; however, if booties are not worn be sure to check the soles of your shoes before leaving the TCAS to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your "TCAS shoes" and take them off before entering your home.

SECTION 2: Volunteer Positions

Not all positions will be available at a given time. Available positions will be posted in the TCAS lobby and on the TCAS website.

The following is a list of possible volunteer positions. As needs arise which call for new positions, this section of the policy will be updated and presented to the Board of City Commissioners for approval.

TCAS Volunteer Coordinator

Under the supervision of the TCAS Manager the Volunteer Coordinator will assist in providing oversight and guidance relating to TCAS operations.

Assistant TCAS Volunteer Coordinator

Will serve as an assistant to the Volunteer Coordinator and during any extended absence of the Volunteer Coordinator will fulfill the role of "Acting Volunteer Coordinator" under the same protocol as specified for the Volunteer Coordinator.

Dog Socializers

As a dog volunteer you will be enhancing the lives of dogs in our facility. You will be working hands-on with the dogs. When you work with the dogs outside of their shelters, it helps reduce the stress level, teaches them manners, and helps the staff evaluate the dog's temperament. Dog volunteers are paired with a Shelter Technician during their shift.

Cat Socializers

As a cat volunteer you will be enhancing the lives of cats in our facility. You will be working hands-on with the cats in our main cat adoption room. More advanced level volunteers may work with special needs cats, unweaned or sick cats, injured cats, and cats currently unavailable for adoption. Your work with the cats helps reduce stress and encourages animals to socialize and therefore makes adoption of these animals more likely.

Greeters

As a greeter you will meet the public and answer general questions relating to TCAS policy and procedures as well as help them through the process of observing animals and the process of adoption. Greeters must have excellent customer service skills and enjoy interacting with a diverse group of visitors. Greeter must be willing to work at least 4 hours a month.

Clerical

Clerical volunteers will assist with all aspects of the clerical office including; filing, phone work, and adoption and spay/neuter follow up.

Shelter Assistant

Shelter Assistants are among the most necessary and important volunteers we have. Shelter volunteers work directly with Shelter Technicians in the cleaning and sanitizing of all animal cages and areas throughout the facility. Most cleaning takes place between the hours of 8:30am and 12:30pm. It is important that shelter volunteers show up at their scheduled time.

Off-Site Dog or Cat Adoption/Foster Coordinator

This position is responsible for facilitating placement of dogs and cats with a foster or adoption program.

Supervision:

Direct supervision by Volunteer Coordinator and/or TCAS Manager.

Dog Socializers

Major Objective:

Enhance the lives of the dogs at the TCAS. Dog walking is an important activity that provides play and exercise time.

Duties

- Walk dogs
- Use simple positive reinforcement obedience techniques
- Rotate dogs to outdoor runs while shelters are being sanitized

Number of Positions Available:

20.

Schedule Options:

As scheduled by the TCAS Volunteer Coordinator based upon the availability of volunteers.

Training:

Training will be provided by staff. Must be familiar with the dog walking protocols listed in this handbook.

Commitment:

Minimum 8 hours per month. Dog handlers/walkers are also needed at offsite adoption events as scheduled.

Volunteer Profile:

- Volunteer should love being around dogs; patience, understanding and consistency are important
- Dog walkers must be physically able to maintain control of leashed dog at all times

Previous experience is not required

Volunteer Benefits:

- Reward of building a bond with a TCAS dog
- Reward of helping a dog team, handle the stress of a TCAS, and become more adoptable

Supervision:

- Direct supervision by TCAS staff

Cat Socializer

Major Objective:

Socialize and mentally stimulate cats. Cat socializers interact one-on-one with homeless cats to ensure that their time at the TCAS is an enjoyable and as stress-free as possible.

Duties:

- *Play with and groom cats*
- *Tidy the cats living area*
- *Interact with potential pet adopters* and answer commonly asked questions

Number of Positions Available:

20,

Schedule options:

As scheduled by the TCAS Volunteer Coordinator based upon the availability of volunteers.

Training:

Training will be provided by the staff. Must be familiar with the cat protocols listed in this handbook.

Time Commitment:

Minimum 8 hours per month

Volunteer Profile:

- Ability to work independently
- Ability to answer common questions posed by the public
- Person with strong desire to reduce stress in TCAS cats
- Professionally and safely handle animals
- Monitor the public's contact with the animals.

Volunteer Benefits:

- Direct contribution to happiness of cats
- Develop relationship with TCAS cats
- Hands on experience with many different cat personalities

Supervision:

Supervised by TCAS staff

Shelter Assistant

Major Objective:

Work with TCAS staff to clean shelters/cages, feed animals and assist with grooming. Clean shelters reduce the risk of disease and stress in TCAS animals.

Duties:

- Assist TCAS staff with daily cleaning of dog shelters and cat cages
- Assist TCAS staff with feeding of animals and general observation of physical condition of animal
- Help wash dishes, do laundry, sweep and mop floors

Number of Positions Available:

4.

Schedule options:

As scheduled by the TCAS Volunteer Coordinator based upon the availability of volunteers.

Training:

Training is provided by the staff. Must be familiar with the cleaning protocols listed in this handbook.

Time Commitment:

Minimum 4 hours per month. These positions are needed on a daily basis. Positions are scheduled in the mornings. Volunteers are scheduled to work based upon the needs of the TCAS.

Volunteer Profile:

- Ability to work efficiently and thoroughly to help control the spread of illnesses
- Professional and safe animal handling skills
- Willingness to get dirty and do messy work
- Open to on the job training
- Organized and mindful of animal identification procedures

Volunteer Benefits:

- Direct contribution to health and comfort of cats and dogs
- Great hands on experience

Supervision:

Supervised by TCAS staff.

Clerical

Major Objective:

Assist TCAS staff in accomplishing clerical duties

Duties:

- Filing
- Preparing mailings
- Follow up on spay/neuter contracts or lost and found reports

Number of Positions Available:

1.

Schedule options:

As needed; Volunteer Coordinator will call to schedule

Training:

Training is provided by the TCAS staff or Volunteer Coordinator

Time Commitment:

No minimum requirement due to as needed schedule

Volunteer Profile:

- Possess excellent customer service skills and phone etiquette
- Should be able to work independently to get the job done but also work with staff

Volunteer Benefits:

- Interact with the public to ensure satisfied customers
- Direct contribution to reuniting lost animals and their owners
- Help support the spay/neuter mission in Truth or Consequences

Supervision:

Direct supervision by Volunteer Coordinator and Manager.

Greeters

Major Objective:

Provide one-on-one welcoming attention for every visitor to the TCAS.

Duties:

- Welcome visitors to the TCAS
- Direct visitors to appropriate location (shelters, puppy room, cattery, etc.)
- Advise visitors on visitation guidelines
- Advise visitors how to read the shelter cards
- Answer commonly asked questions

Number of Positions Available:

1.

Schedule options:

As needed; Volunteer Coordinator will call to schedule.

Training:

Training is provided by the TCAS staff or Volunteer Coordinator

Time Commitment:

Minimum 2 hours per week .

Volunteer Profile:

- Possess excellent customer service skills and a big smile
- Must enjoy working with people
- Bilingual a plus

- Volunteer Benefits:
- Interact with the public to create welcoming atmosphere
- Help animals find their forever home
- Help adopters find their perfect animal match

Supervision:

Direct supervision by Volunteer Coordinator and TCAS Manager.

As needed basis

Off-Site Dog and/or Cat Adoption Coordinator

Major Objective:

This position is responsible for facilitating placement of dogs and cats with a foster or adoption program.

Duties:

- Identify dogs and/or cats to be transferred adoption center or foster homes.
- Make sure dogs and/or cats receive proper vet exams for placement off-site
- Transport dogs and/cats to the pet adoption and/or foster homes.
- Interact with adoption centers and/or foster homes to ensure program is operating efficiently
- Maintain accurate identification records

Number of Positions Available:

5.

Schedule options: As needed; Volunteer Coordinator will call to schedule.

Training:

Training will be provided by the Volunteer Coordinator. Must be familiar with the dog/cat protocols listed in this handbook.

Time Commitment:

Minimum 4 hours per week anticipated

Volunteer Profile:

- Ability to work independently
- Person with strong desire to reduce stress in TCAS dogs and/or cats
- Professionally and safely handle animals
- Monitor the wellbeing of dogs and/or cats in off-site locations
- Must be able to accurately identify gender of dogs and/or cats.

Volunteer Benefits:

- Direct contribution to happiness of dogs and/or cats
- Develop relationship with local customers.
- Direct contribution to the adoption of dogs and/or cats

Supervision:

Direct supervision by Volunteer Coordinator and Manager.

SECTION 3: Standard Operating Procedures

The Truth or Consequences Animal Shelter and Animal Control Officer unit has an adopted set of Standard Operating Procedures (SOP) which the TCAS and field operations follow. All employees and volunteers are required to follow the SOP. Many sections in the SOP will not be applicable to the volunteer position.

We ask all volunteers to familiarize themselves with the contents of the Standard Operating Procedures which is published as a separate document (manual) that may be found on the T or C website under the Police Department's section and listed as "Truth or Consequences Animal Shelter & Animal Control Officer Standard Operating Procedures." *The Truth or Consequences Animal Shelter Volunteer Handbook* will also be found at this same website location.

SECTION 4: Volunteer Training Manual

Appendix A (Protocols for various volunteer duties)

The following protocols were developed to provide organization throughout our busy TCAS, and to insure the safety of all employees, volunteers, patrons and animals. We ask all volunteers to practice the following and to inform patrons of any that may apply to them.

DOGS

Handling of TCAS Animals

ALWAYS USE CAUTION WHEN HANDLING ANIMALS TO ENSURE THE SAFETY OF ALL PEOPLE AND ANIMALS.

Dogs in shelters:

- Never approach or reach out quickly to pet the animal
- Before clipping a leash to a dog's collar, approach him slowly while talking to him calmly.
- DO NOT make prolonged, direct eye contact: a stare is a challenge to a dog.
- Give him a treat, then clip the leash on the collar.
- His reward is taking him out of the shelter for a walk.
- Fearful dogs:
- Various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of shelter.
- Definitely DO NOT approach these animals!
- Entice them to approach you.
- Start by softly talking to them outside their cage.
- After a few minutes slowly open the shelter and crouch down just inside the door.
- Call softly to him while offering him treats.

- He may not come at all.
- Leave your treat in the cage and return to do the same exercise an hour later.
- After time you will build his trust and he will start approaching you slowly, do not rush them.

Dogs Outside the Shelter:

- DO NOT drag fearful dogs or puppies on a leash through the corridors.
- Let the leash slack, even if it means the dog is backing up.
- When the leash is loose, and the dog stops retreating, squat down and lure the dog towards you with a treat.
- If the dog is small you may have to carry him back to the shelter.
- Be sure to talk "happy talk" to the animal while you are walking.
- Please be especially careful to keep the lead short, especially when walking through the lobby where there are often other dogs and cats present, dog leashes can easily become entangled.
- If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you handling animals outside of shelters.
- If animals are too difficult to get back in cages or shelters, you MUST ask a shelter staff to assist you.

Other Handling Considerations:

- Our staff is properly trained to use what may seem to be extreme but safe techniques when handling all animals.
- All animals are handled the same way even if they may not show signs of stress at the time.
- We all know that their stress level could change abruptly if something scares them.
- Volunteers are asked not to handle animals that have a stress level that has changed dramatically or shows signs of aggression.

Dog Walking Protocol:

- Walking dogs seems like simple stuff, right? Not quite. While walking your own dog may be simple, walking dogs in a TCAS environment can be very different. This is a guide to keep you, the animals, staff and the public safe while you are interacting

with the dogs.

- Schedule: Volunteers may be in the TCAS during TCAS business hours. All dogs must be back in their shelters 30 minutes before the TCAS closes.
- All dog walkers must receive an additional orientation for training in safe animal procedures and sign acknowledgement receipt before beginning.
- Wear shoes such as work or athletic shoes (no open toe, flip flop, etc.).
- Do not wear large hoop earrings or other dangling jewelry which may catch or tangle in collars or shelter links and pose a safety hazard.
- Dog walkers may be requested to participate in basic obedience training held at TCAS depending on availability of trainer.
- Dogs are to be leashed at all times (slip leashes and leashes are located in the lobby).
- Pick up waste/poop collection bags from the supply cabinet.
- Walk only dogs you are able to keep under control at all times.
- Walkers may walk all dogs as directed by their paired Shelter Tech except those designated Staff Walk Only
- “Staff Walk Only Dogs” will have a sign on shelter card.
- When removing dog from shelter:
 - Note the shelter number.
 - Turn your body sideways to shelter door (frontal approach may intimidate dog).
 - Slowly move your hand to door and allow dog to sniff.
 - Avert your eyes and avoid stare between you and dog (dogs consider stares intimidating).
 - Use calm, quiet voice.
 - Have leash already attached to collar.
 - Have leash or slip leash open and ready to slide over dog's head.
 - Look around to be sure other shelter doors are not open, no people or other dogs are near you.
 - Open door slightly, maintain sideways stance, maintain soft, gentle voice and movements.

- If dog is aggressive or excessively shy, leave to more experienced walkers.
- When leash is on dog, look around again to be sure other dogs and people are not nearby.
- Remove dog from shelter and move toward door to lobby.
- Look out door windows to see if other dogs/people are approaching door you wish to use.
- If coast appears clear move carefully through door to lobby.
- Follow the same procedure when exiting lobby to outdoors.
- Do not linger in shelter area or lobby w/ the dog you are walking (it heightens the dog's anxiety about getting outdoors).

As you walk:

- Walk dogs in parking lot, at park, or on side of road in front of TCAS (being vigilant about passing vehicles).
- Do not walk dogs on private (non-TCAS) property.
- Dogs must be kept at least 20' apart from each other at all times.
- Dog walkers should maintain control over dogs and work on basic commands e.g. heel, sit, stay
- Clean up after your dog as safety permits with a “pooper scooper” and dispose of this waste in the designated fecal bucket.
- You are responsible for the animal you are walking. Never put yourself, the dog or others in an unsafe situation.
- Pay attention to your dog at all times (no cell phone conversations).
- Under no circumstances are children under the age of 18 allowed to walk dogs alone.
- Children between the ages of 14-18 may walk dogs only when accompanied by parent/guardian only upon authorization of volunteer coordinator or TCAS staff.
- Never run with your dog.
- TCAS staff will decide whether a dog is eligible to be walked.

Returning dog to shelter:

- As you return to TCAS, recall your shelter#.

- Enter building through side door (if possible).
- Open door slowly and observe proximity of other dogs/people near you and whether they are waiting to enter shelter area.
- Enter shelter area (one dog at a time) through hall door nearest to the shelter where the dog is being returned.
- Be mindful of proximity of other dogs/people present in the shelter area.
- If another walker is returning a dog to its shelter, wait at a distance before approaching your shelter.
- Open your shelter door and urge dog into shelter w/out entering the shelter and closing door behind you.
- After dog enters shelter, move shelter door close to your body so it is only slightly open.
- Remove slip leash or leash from dog (leaving leash on poses a hanging hazard to jumpers who may catch on chain link in shelter).
- Back out of shelter doorway and close door in front of you. Make sure door is properly latched.

Report any dog injury or illness immediately to staff.

REMEMBER:

- Never run w/ dogs (Poses danger and promotes inappropriate dog behavior).
- Do not jerk or drag a dog. Always maintain control over the dog and feel free to ask for assistance.
- Do not allow your dog to repeatedly pull you along. If your dog pulls you, stop walking, wait a moment, then continue. Repeat until dog stops pulling.
- Always be aware of your surroundings. Go wide around corners, look through hall windows, and open doors slowly.
- Move dogs in and out of building quickly (it lowers their stress level).
- If you do not have experience with a particular dog, stay near the building so you may seek assistance if required.
- Keep your dog separate from all other animals. Always be aware of other animals and people near you.
- Dogs must be securely leashed at all times.
- Whenever possible, pick up your dog's waste wherever it is to reduce a possible

source of transmissible diseases.

- Do not allow your dog to drink from puddles or other sources of possible contamination.
- Do not allow your dog to sniff feces.
- If your dog's shelter is dirty or water bowl is empty, seek assistance from an experienced volunteer or staff person to remedy the situation.
- In the event of an emergency, call for help but remain calm.
- Report all injuries immediately regardless of cause.
- Maintain general "Quiet in the Shelters" at all times by keeping voices soft and low. Very important!
- Do not hand your dog over to a visitor who is interested in adopting. Send visitors to the front desk for assistance in completing adoption paperwork
- Limit the time you spend on longer walks/socialization to 20 minutes (so dogs are available to be viewed by potential adopters).
- Assist staff w/ TCAS visitors who wish to meet dogs by removing/returning dogs to shelters so visitors may meet and greet in lobby or parking lot. Remain w/ dog during visitor meet and greet.
- Do not turn dog over to visitors unless instructed by staff to do so.
- Please complete the ACKNOWLEDGEMENT of DOG WALKING PROTOCOLS form.

How to Clean a Dog kennel:

[(*NOTE: this narrative is listed as per the T or C Animal Shelter Standard Operating Procedure (SOP)]

Cleaning Dog Kennels

Not only does a thorough and effective cleaning of the Shelter prevent the spread of communicable

diseases, it creates a better environment for animals, staff, and visitors. Animals enter the shelter from different locations with unknown medical histories and varied past exposure to disease. Cleaning dog kennels correctly ensures a healthy, less stressful stay.

The kennels and/or cages must be cleaned and disinfected at least once daily, preferably in the morning, or more frequently, as needed. The products used in cleaning should be determined by the Animal Shelter and explained to all participating in the cleaning.

No one should allow an animal to be hosed down either directly or indirectly, except as prescribed as treatment.

Remove Dog from inside Kennel:

Open the kennel door and let the dog into the outside kennel, and then close the door.

Remove all blankets and toys:

Place all blankets in a laundry basket and place all toys by the sink to be washed and disinfected, if applicable.

Remove all food and water dishes:

Remove all food and water bowls and wash them.

Remove Solid Waste:

Rid the kennel of all solid waste, such as feces, clumps of hair and dry food on the floor and place the waste in a lined trash can.

Spray the Kennel with Water:

Thoroughly spray the entire kennel with plain water including the walls, floors, kennel beds, and all sides of the kennel wires, including the doors, hinges and latches in order to remove any remaining urine or feces.

Clean the Kennel with Disinfectant:

Thoroughly spray the entire kennel area with the disinfectant including the walls and floors and all sides of the kennel wires including the doors hinges and latches. The disinfectant must remain on all surfaces for 10-15 minutes.

Scrub the floor and walls and front gates of each pen with a stiff brush after the disinfectant has set a minimum of 10 minutes

Thoroughly rinse the entire kennel with water to remove any remaining disinfectant. Dry the floor as much as possible using a large squeegee.

Wash Dishes and Toys:

Wash the dishes and any toys using the small scrub brush separately designated for dishes thoroughly rinse with plain hot water and place in the dish rack to air dry.

Blankets/Pads:

Place a clean blanket in the clean kennel.

Fresh Water:

Place a clean water bowl in the kennel and fresh water in the bowl.

Food Dishes, Treats, Toys:

Place the food bowl in the kennel. For feeding instructions, please refer to the section of feeding dogs in the general policies.

Bring Dog Back In:

After the kennel has dried, open the kennel door to allow the dog inside the kennel. Dogs shall be placed in the outside area only long enough to properly clean.

Clean Outside Runs and Yard:

The same procedures shall be used to clean the outside areas of the pens.

Please complete the ACKNOWLEDGEMENT of DOG CLEANING PROTOCOLS FORM.

CATS

Cats in Shelters:

- Never approach or reach out quickly to pet the animal.
- Offer a cat your fingers to sniff while talking to it calmly.
- When the cat no longer seems stressed, scratch gently under his neck, then proceed to the back of his head, and behind its ears.

Fearful Cats:

- Various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of shelter or litter box.
- Definitely DO NOT approach these animals! (Instead try to entice the cat to approach you.)
- Entice them to approach you.
- Start by talking softly outside their cage.
- Avoid loud noises if possible.
- After time you can open the cage and proceed to follow steps outlined above in handling of cats.

- Do not force a cat out of the cage if it is over stressed.
- Ask a potential adopter to let the cat rest, and to look at other choices in the meantime.

Cats Outside the Shelter:

- Do not chase a cat or kitten that is loose in the cat room.
- Try and lure them to you with a treat or by shaking a cat toy.
- If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you handling animals outside of shelters.
- If animals are too difficult to get back in cages or shelters, you **MUST** ask shelter staff to assist you.

Other Handling Considerations:

- Our staff is properly trained to use what may seem to be extreme but safe techniques when handling all animals.
- All animals are handled the same way even if they may not show signs of stress at the time.
- We all know that their stress level could change abruptly if something scares them.
- Volunteers are asked not to handle animals in this manner since you have not been trained.
- Cats are most likely scruffed by the neck (this is how mother cats carry kittens safely) and the door is shut quickly when placed in the cages.
- Felines especially can be unpredictable after being prepped for adoption or recovering from anesthesia after surgery.
- They are more easily scared than dogs, and their reaction can be fierce.

How to Clean a Cat Room:

[(*NOTE: this narrative is listed as per the T or C Animal Shelter Standard Operating Procedure (SOP)]

Cleaning Cat Room

- Close doors and windows.
- Remove cat(s) and place in clean cage.

- Be sure to move the cage number with the animal.
- Remove bowl, dump contents into trash scrape to remove as much food and waste as possible, then stack for washing.
- Remove litter pan, dump contents into trash, scrape to remove as much litter and waste as possible, then stack for washing.
- Discard newspaper.
- Remove any remaining materials or spilled litter.
- Spray with cleaning solution.
- Thoroughly wipe down top, back and sides discarding paper towels as necessary. Repeat until clean, dry and no residue remains.
- Wipe down or wash doors, latches and outer edges of cage.
- Couple days a week only, wipe inside of cage with bleach solution and dry it. Bleach any cage that has contained an animal suspected of being sick.
- Keep all litter pans, bowls or any other items from a cage of a suspected sick animal separate from those used for the general population.
- Place fresh newspaper in cage.
- Place one scoop of litter in clean litter pan and place at back of cage.
- Place one cup of cat food ½ of the food bowl. Add slightly more if more than one cat occupies the cage. Fill the second half of the food bowl with fresh water. Place the bowl inside the cage to one side.
- Continue until all cages have been cleaned.
- Vacant cages shall be kept clean and ready for occupancy at all times.
- Any accumulation of feces or urine in litter pan, or on newspaper, shall be cleaned as necessary to keep the cat room clean and odor free.
- Cats shall have clean water at all times.
- Cats shall only be fed once a day.
- Any addition housing in the cat room shall be cleaned and maintained as necessary.
 - Sweep and wipe all surface areas including floors and counter and sanitize as needed.
 - Remove trash container and empty contents into dumpster.
 - Replace trash can liner.
 - Refill litter storage can and food can as needed.
 - Notify Manager when less than 4 bags of litter, or 4 bags of cat food, remain.
 - Female employees who are pregnant (or possibly pregnant) should not handle litter pans . If you believe you could be pregnant, ask the Shelter personnel for re-assignment.
 - Handle cats slowly and carefully to prevent startling them. Report any bite or scratch immediately. Wild cats should be handled with gauntlet gloves, cat tongs or a control pole. Difficult cats may require assistance. Do not hesitate to ask the shelter personnel for help.
 - Should a cat escape, remain calm and get any necessary assistance to help re-capture.
 - All cat food bowls and litter pans are to be thoroughly washed and sanitized before re-use.

Please complete the ACKNOWLEDGEMENT of CAT CLEANING PROTOCOLS FORM.

APPENDIX B (Volunteer Forms)

- Volunteer Application Form
- Volunteer Release Form
- Acknowledgement of Dog Walking Protocols Form
- Acknowledgement of Dog Cleaning Protocols Form
- Acknowledgement of Cat Cleaning Protocols Form

**Truth or Consequences
Animal Shelter Volunteer Application Form**

STAFF ONLY
(Please initial when complete)

ID Verified ___
Background Check Cleared Reference Check Cleared ___ Interview ___ Date.

Date

Name

Physical Address City Zip Code

Mailing Address City Zip Code

Home Phone

Work Phone

Email Address:

In case of emergency, please notify:

Name.

Relation:

Home Phone

Work

Cell

Are you a minor under the age of 18? (Circle one) Yes No

If yes, Parent/Guardian Signature is required to process this application.

*NOTE - Children under the age of 18 must be accompanied at all times by an adult, at orientation, training, interview and during actual volunteering. An adult may only accompany one child under 18 at a time except by special arrangement in advance.

COMMUNITY SERVICE: If you have a court order to perform community service you need to attach such a document.

Please note if you have any form of health insurance coverage:

Yes

No

Please indicate which volunteer position for which you would like to be considered:

- Greeter__
- Clerical__
- Off-site Dog Adoption Coordinator__
- Off-site Cat Adoption Coordinator__
- Dog Socializer__
- Cat Socializer__

➤ Shelter Assistant__

➤ Other:__

Are you volunteering as part of a school or academic program requirement?

With which school or institution are you affiliated?

Why are you interested in volunteering at our TCAS?

Please list any previous volunteer experience, or any special skills, abilities, or hobbies which would be helpful at the TCAS:

Please describe any and all previous experience you have had working animals:

Do you have any physical limitations, including allergies that would limit your ability to perform the work you will do at the TCAS in order to better accommodate you? If so, please describe:

Do you understand that euthanasia is performed and even though volunteers are never directly involved in the euthanasia process and are you still willing to work at this facility with this knowledge? (circle one) Yes No

What do you believe are some of the biggest problems facing animal TCASs today?

Please list a minimum of three personal references (school program volunteers must include a minimum of one teacher and identify that person as a teacher reference)

Name	Phone	Address
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Name	Phone	Address
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Name	Phone	Address
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Prospective Applicants will be subject to the following requirements:

1. Each volunteer must attend a General Orientation prior to, but not more than 30 days in advance of, beginning your volunteer work. These are held periodically at the TCAS facility. The Volunteer Coordinator will call with orientation schedule.
2. All prospective volunteers must complete a personal interview with the Volunteer Coordinator prior to beginning volunteer work at the TCAS.
3. All potential volunteers over 18 years of age are subject to a criminal background check and reference check. The City reserves the right to deny volunteer opportunities to individuals based upon the results of these checks.
4. Accepted volunteers will be required to read and adhere to the Volunteer Handbook.

Signing below indicates acknowledgement of the requirements listed above and gives Truth or Consequences permission to obtain necessary background and reference checks:

Volunteer Applicant Signature

Date of Birth

Dated Signed

If applicant is under 18 years old, parent or guardian must complete the following:

Parent/Guardian Signature

Printed Name

Phone Number

Thank You!

View our T or C website relating to the TCAS Volunteer Handbook for volunteer opportunities!

Questions? Contact the TCAS Manager at (575) 894-4556,

Completing this form does not guarantee placement as a volunteer with Truth or Consequences.

**Truth or Consequences
Animal Shelter Volunteer Release Form**

I, _____ hereby acknowledge the following as pertains to each item listed below:

1. General Provisions

I have located the complete electronic copy of the Truth or Consequences Volunteer Handbook on the T or C website, read it in its entirety and understand my rights and responsibilities as a volunteer for the T or C City Animal Shelter and Animal Control operations.

I understand that all activities that I perform for the TCAS will be strictly on a volunteer basis, without pay, compensation or benefits. I understand volunteering is not a right and that I may be removed from the program for any reason.

Initials: __

2. Volunteer Code of Conduct:

I have read the Truth or Consequences Animal Control Code of Conduct (contained in this Volunteer Handbook) and understand my responsibilities as a volunteer for the Truth or Consequences City Animal Shelter (TCAS). I agree to comply with all rules and regulations established by the TCAS and understand that any failure to do so may result in immediate removal from the volunteer program. I understand that I will receive performance evaluations on a continual basis that will be documented on the form specified on page 41 of this handbook.

Initials: __

3. Injury and Precautions

I understand that if I am injured while acting as an unpaid member of the volunteer staff New Mexico State worker's compensation laws do NOT cover any loss of work I might suffer because of these injuries. I am aware that the nature of the activities that I may be performing as a volunteer pose a risk of harm, injury, illness, or disease to both me and my own pets. I have read and will follow all recommended health precautions, as set forth in the TCAS Volunteer Handbook. I authorize Truth or Consequences Animal Control and its representatives to seek emergency medical care for me in the event of accident, injury or illness while serving as a volunteer for Truth or Consequences Animal Control.

Initials: __

4. Confidentiality

I will keep confidential any and all information in regard to any animals or people who access the services of TCAS, including past and current owners of animals that are adopted or surrendered to TCAS

Initials: __

5. Supervision

I agree to abide by all policies and procedures given me both at my initial volunteer orientation and at any subsequent occasion by any representative of TCAS. I agree to follow the direction and orders of TCAS staff. I will take any ideas, comments, suggestions, or criticisms directly to the TCAS Volunteer Coordinator and agree to be supervised by either

the Volunteer Coordinator or any other person designated by that person to serve as my direct supervisor. I am accountable to the TCAS Volunteer Coordinator and will report any problems that develop to that person immediately.

Initials: ____

6. Ongoing Training

I understand that certain volunteer positions require intensive training as regards the rights, responsibilities and risks of said position. I agree to attend all required training or in-service session given by both TCAS staff as well as other experts in the community. I further understand that if I do not attend such trainings, I will be disqualified as a TCAS volunteer.

Initials: ____

7. Waiver and Release

I agree that all the volunteer activities in which I choose to participate are at my own risk and I assume full responsibility for my actions while acting as volunteer for the TCAS.

I hereby fully and completely release, indemnify, and hold harmless the TCAS, its Managers, officers, volunteers, agents, servants and employees from any claim, cause of action or liability of any sort of nature, whether known or unknown, directly arising out of or in connection with my volunteer duties at TCAS.

Volunteer Printed Name/Signature: _____

Date: _____

Printed Name/Signature of Parent/Guardian (if under 18):

Date: _____

Truth or Consequences Volunteer Coordinator Printed Name/Signature:

Date: _____

Thank you for your interest in volunteering at Truth or Consequences Animal Control! Volunteers are such an important part of our mission and we couldn't do it without you!

Acknowledgement of Dog Walking Protocols

I acknowledge receipt of Truth or Consequences Animal Shelter's dog walking protocols and have received the dog walker training. I agree to follow the dog walking protocols as outlined in this handbook

Printed name/Signature of Volunteer: _____

Date: _____

Acknowledgement of Dog Cleaning Protocols

I acknowledge receipt of Truth or Consequences Animal Shelter's dog cleaning protocols and have been trained in the cleaning methods for the shelters. I agree to follow the cleaning protocols as outlined in this handbook.

Printed name/Signature of Volunteer: _____

Date: _____

Acknowledgement of Cat Cleaning Protocols

I acknowledge receipt of Truth or Consequences Animal Shelter's cat cleaning protocols and have been trained in the cleaning methods for the cat cages. I agree to follow the cleaning protocols as outlined in this handbook.

Printed name/Signature of Volunteer: _____

Date: _____

Appendix C: TCAS Volunteer Performance Appraisal Form

TCAS VOLUNTEER PERFORMANCE EVALUATION

TCAS Volunteer Name: _____

Volunteer Coordinator Conducting Evaluation: _____ Date: _____

Review by TCAS Manager: _____ Date: _____

- The purpose of this evaluation is to help our volunteers work to their greatest potential and to help TCAS better involve volunteers in participating in their success at TCAS.
- Please assess the above named volunteer by considering the following competencies and key behaviors.
- Please rate each item as Excellent, Good, Fair, or Poor, and feel free to include your comments in the appropriate section (add additional sheet(s) for comments if necessary).

	EXCELLENT	GOOD	FAIR	POOR	COMMENTS
1. Adheres to TCAS policies					
2. Desires to grow and learn					
3. Displays integrity					
4. Displays appropriate enthusiasm and/or attitude					
5. Follows instructions					
6. Gives and takes feedback well					
7. Handles difficult situations effectively and appropriately					
8. Handles difficult people (visitors, volunteers, staff) effectively and appropriately					
9. Leads when appropriate					
10. Conducts him/herself in professional manner at all time					
11. Manages time efficiently					
12. Quality of work performed					
13. Punctuality/Attendance					
14. Respectfulness					
15. Respects confidentiality					
16. Responsiveness					
17. Self-motivated					
18. Shares TCAS mission					
19. Concern for animals & participants [clients, visitors, customers, etc.]					
20. Willing to help where needed					

***NOTE:**

1. Volunteers will be evaluated in their first 90 days of service and every six months thereafter.
2. Evaluation results will be shared with the volunteer & full-time Shelter Supervisor.