



## **FRANKLIN COUNTY ANIMAL CONTROL VOLUNTEER MANUAL**

Guidelines and Information for Volunteers Supporting Animal Control  
Operations and Special Projects

### **FRANKLIN COUNTY PUBLIC SAFETY**

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*Franklin County Animal Control Mission Statement: To serve and protect the public and to promote a safer community through responsible animal ownership and humane care. Franklin County is committed to providing its citizens with a safe and healthy environment in which to live.*

Welcome to the Franklin County Animal Control Volunteer Program: Franklin County Animal Control recognizes the importance of volunteers dedicated to the care and placement of unwanted animals within the community and beyond. Thank you for your interest in serving as a volunteer. Participation in the Franklin County Animal Control Volunteer Program supports Animal Control in the operation of the Shelter facility and the ultimate goal of humane treatment and adoption of animals.

The Department of Public Safety employs three full time Animal Control Officers to help police the growing population of domestic animals. All officers have police powers. Additionally, the Department operates an animal shelter and works with all approved rescue organizations and humane societies to aid in pet adoptions.

All dogs and cats over the age of four months must be vaccinated for rabies and all dogs over four months must have a county tag that can be purchased through the treasurer office. The shelter is located off of Route 220 about 2 miles south of the town of Rocky Mount.

## **I. Volunteer Opportunities**

Franklin County Animal Control is committed to effectively utilizing volunteer resources, including appropriate training and supervision, to promote the Department's goals and objectives. The following volunteer opportunities are generally available:

**Aide** to assist visitors at the Shelter facility by providing information and assisting with animal care. (Required pre-service training: Orientation, 2 hours training)

**Administrative Office Support** to provide clerical support which may include filing, typing and helping with other office needs, contacting resources to update information and assisting with media releases. (Required training: Orientation, 2 hours training)

**Adoption Counselor** to increase the number and quality of adoptions by helping people to find the right pet. Volunteers explain adoption procedures; help adopters with completing the adoption process and answer questions. (Required training: Orientation, 3 hours training)

**Adoption and Placement Coordinator** to assist in the selection of animals to be considered for placement into new individual homes, specific breed groups, foster care homes, or other placement agencies. Volunteer meets with Captain of Animal Control and other animal care staff to select and prepare animals for placement. (Required training: Orientation, animal handling and care, temperance testing and animal behavior training or documentation of previous experience and training)

**Canine Exerciser** to help caged pets obtain additional exercise, fresh air and human contact. (Required training: Orientation, 2 hours in-house training, previous obedience course preferred)

**Donation Coordinator** to assist Franklin County Animal Control with donated goods from the public, which are used to maintain the quality of care at the Shelter facility. The volunteer coordinates communication with volunteer groups to host drives to collect these supplies. (Required training/experience: Orientation, previous experience with coordination of donated items preferred but not necessary)

**Education/Outreach Volunteer** to assist at various sites throughout the County and at the Shelter facility to educate citizens about animal care and welfare, pet over-population, rabies prevention, and other specific animal related topics. (Required training: Orientation, 8 hours of training and at least one related classroom course preferred)

**Feline Helper** to visit with the cats and kittens to help socialize, care, comfort, pet, brush, or simply provide some "lap time". (Required training: Orientation, previous feline behavior and handling training/experience)

**Foster Parents** to provide a temporary home for very young, nursing or ill animals that are not ready to be placed for adoption. (Required training: Orientation, 2 hours of training followed by an interview and in-home visit)

**Fundraiser** provides assistance with various fundraising events. (Required training: Orientation)

**Groomer** to bathe and brush the shelter animals to make them more comfortable and more attractive to adopters. (Required training: Orientation, previous grooming experience)

**Newsletter Volunteer** assists with the publication of the Shelter newsletter, and/or supports events and then writes articles for the Shelter's newsletters. (Required training: Orientation)

**Special Event Aide** to perform various duties at events sponsored by Animal Control such as Rabies Clinics and pet adoption stands. (Required training: Orientation, dependent on specific event)

**Trainer** to provide dogs with basic obedience skills to help them become better canine citizens. (Required training: Orientation, previous documented training experience or certification)

**Website Volunteer** assists in the production of adoption flyers and website updates by taking pictures of adoptable and/or stray animals. (Required training: Orientation, previous website experience preferred)

## **II. Ongoing Wish List Items include:**

- Canned and dry dog and cat food
- Raw hides and other chew treats
- Newspaper (Bundled)
- New or used collars and leashes
- Portable grooming equipment
- Grooming brushes and shampoo
- New and used carrying crates and kennels (Wire or Plastic)
- Kuranda Beds
- Incubators
- Whelping boxes
- Neonatal care items
- Formula for young Kittens and Puppies

### III. Guidelines Volunteer Management:

1. To be considered for a volunteer position through Franklin County Animal Control, individuals must:
  - ✓ Be 18 years of age, minimum;
  - ✓ Complete and submit a Franklin County Animal Control Volunteer Application (see Attachment A);
  - ✓ Complete and submit the Franklin County Volunteer Data Form;
  - ✓ Participate in an interview conducted by the Captain of Animal Control or designee;
  - ✓ Provide proper background information, including, but not limited to: previous experience with public service, driving record, and animal care experience;
  - ✓ Have his/her own dogs and cats, 4 months old or older, vaccinated against rabies;
  - ✓ Have a current license for his/her own dogs from Franklin County or the jurisdiction in which the volunteer lives;
  - ✓ Have no prior Animal Cruelty convictions;
  - ✓ Understand, accept and abide by the Guidelines for Availability of Animals for Adoption (Item IV below); and
  - ✓ Not have any conflict of interest with any activity or program of Franklin County Animal Control, whether personal, philosophical, or financial.
2. After the initial screening process (as outlined above), the Captain of Animal Control will approve or deny the volunteer application. If the application is approved the volunteer will be assigned a volunteer position and will be provided further orientation and training as outlined below.
3. In order to maintain a high quality volunteer program, the Captain of Animal Control has the discretion to deny a volunteer application.
4. All volunteers will be provided an orientation.
5. All volunteers must satisfactorily complete the specific training requirements of the assigned volunteer position.
6. All volunteers will receive a copy of the volunteer manual and must complete the Volunteer Acknowledgement form, which is included as the last page of this document. The volunteer is responsible for understanding his/her duties, the information provided in the volunteer manual, and the general management of the Shelter facility. If a volunteer does not understand this information, it is his/her responsibility to seek further instruction or clarification.

7. The Captain of Animal Control, or his designee, will provide proper supervision of all volunteers and is responsible for all volunteers at the Shelter facility.
8. Volunteer evaluation will be completed on a regular basis in order to provide the volunteer feedback – positive and constructive – about his/her performance. Such an evaluation will be conducted by the paid employee most closely supervising the volunteer and will be provided in writing. In situations where corrective action may need to be taken, the volunteer will be given either a verbal or written warning. Any further actions may result in the suspension or dismissal of the volunteer depending on the severity of the circumstances.
9. Possible grounds for dismissal may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients, animals, other volunteers or employees, failure to abide by the established volunteer guidelines, and failure to satisfactorily perform assigned duties. Volunteer Conduct
10. Volunteers must dress appropriately for the conditions and performance of their duties. Volunteers will be provided an identification badge and are required to wear this ID badge. As representatives of Franklin County Animal Control, volunteers, like paid employees, are responsible for presenting a good image to the citizens and other community members who visit the Shelter facility and therefore, must maintain a neat, clean appearance.
11. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve a paid employee, volunteer, client, or other person or involves the overall business of the Department.
12. All volunteers are responsible for completing a personal record of attendance and must sign in at the beginning of their shift and sign out at the end.
13. Volunteers will be assigned specific days and times for duties. Each volunteer will be responsible for his/her assigned shift. If the volunteer cannot serve at his/her designated time, he/she must notify Franklin County Animal Control as soon as possible. Failure to provide notification of an absence or tardiness may result in dismissal from the volunteer program.
14. Volunteers are not permitted to handle any animal unless previously approved by a Franklin County Animal Control paid staff person.
15. Volunteers are prohibited from certain non-public areas unless accompanied by a paid employee of Animal Control.
16. Volunteers will not handle any animal outside the confines of the Shelter facility without first requesting permission from a paid employee of Animal Control.
17. Volunteers are only permitted in the Franklin County Shelter facility or on its grounds when open to the public or during special functions.
18. Because of space constraints, only two (2) volunteers will be assigned to work in the Shelter facility during normal operating hours. An additional volunteer may also be present for training purposes only. Any

requests to have volunteers exceeding this limit must be approved by the attending Shelter Facility Supervisor prior to the assignment of extra volunteers.

19. Volunteers must comply with all requirements set forth by Franklin County Animal Control.

#### **IV. Guidelines for Availability of Animals for Placement:**

1. Only animals that have been previously tested for their temperament (Temperance Tested) and approved for placement by Franklin County Animal Control shall be made available for adoption. Test indicators will be posted on the animal's cage.
2. No animals involved with a possible rabies exposure case, livestock or poultry attack, or in the judgment of the Captain of Animal Control constitute a danger or threat to the public shall be made available for placement or adoption.
3. No animals impounded, as evidence for court in a possible criminal case shall be made available for placement or adoption until the court decision has been made.
4. No animals shall be made available for placement or adoption until full custody of that animal has been determined.
5. Depending on the given population and space limitations, dogs and cats should be held for a period of eight days without a collar and thirteen days with a collar to determine ownership. Health, welfare, and any other physical limitations may affect the length of holding period for each individual animal. However, Animal Control may hold animals more than the specified time given further information to determine possible ownership or placement into a new home or adoption agency.
6. If, at the end of the holding period, the dog or cat has not been placed, Animal Control will attempt to place it into another facility including, but not limited to, specific breed placement, foster care home, or other animal placement agency.
7. All dogs and cats may be held for more than the specified time depending on the situation and adoptability of each individual animal and the availability of space. Every effort will be made to coordinate space limitations between Animal Control staff and the designated adoption and placement volunteers.
8. Animal Control will determine the limitations of space or other factors involving population limits within the Shelter facility including other environmental factors, conditions of the animal, and any other circumstance that may effect the facility operations.
9. Animal Control will make every attempt to place or adopt as many safe, healthy, and compatible animals.

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FRANKLIN COUNTY ANIMAL CONTROL

Attachment A

Volunteer Acknowledgement

I have read, understand and agree to the volunteer guidelines set forth in the Franklin Animal Control Volunteer Manual. I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits. I agree to perform my volunteer duties to the best of my ability and to adhere to guidelines detailed in the Volunteer Manual. I further understand that my volunteer involvement may be terminated for reasons including, but not limited to, those outlined in the Volunteer Manual. I recognize that working with animals places me at physical risk, and I agree to assume that risk. I realize that although Franklin County Animal Control has taken all reasonable measures to protect me, accidents and injuries may still occur. Therefore, I hereby completely release and entirely discharge Franklin County Animal Control from any and all claims and causes of action of negligence or gross negligence that I or another might have or bring relating to or arising from any injury or damage that I should sustain while assisting Franklin County Animal Control or in connection with my volunteer work for Franklin County Animal Control.

**Further, in accordance with VIRGINIA STATE CODE SECTION 2.1-796.96, I certify that I have never been convicted of animal cruelty, neglect or abandonment in Virginia or any other state.**

\_\_\_\_\_  
Volunteer Name (printed)  
\_\_\_\_\_  
Signature  
\_\_\_\_\_  
Witness Signature  
\_\_\_\_\_  
Date  
\_\_\_\_\_  
Captain of Animal Control  
\_\_\_\_\_  
Date

\*\* Once signed, this form will be copied. The copy will be returned to the volunteer to keep with his/her Volunteer Manual. The original will be maintained in the volunteer record on file at Animal Control.