

## Lewis-Upshur Animal Control Facility

318 Mud Lick Road  
Buckhannon, WV 26201  
(304) 472-3865

### **VOLUNTEER PROGRAM POLICIES AND PROCEDURES** **REVISED 10/06/2016**

#### **GOALS OF THE VOLUNTEER PROGRAM:**

- To provide a formal framework of policies, procedures, and standards for the recruitment, training, evaluation, and recognition of the Lewis-Upshur Animal Control Facility (hereinafter referred to as the “Facility”)
- To provide orientation and training to volunteers to ensure that each person has adequate knowledge and skills to make positive experiences for our animals and volunteers alike.
- To provide volunteers a means to support the Facility and its animals in the way they feel most comfortable, through direct services (exercising dogs, socializing cats, cleaning and maintaining facility) or indirect services (fundraising, clerical work, etc.)
- To increase community and individual awareness of animal issues, such as overpopulation and responsible pet ownership, by forming and maintaining a group of volunteers committed to the common goals of the Facility.

#### **VOLUNTEER ETHICS & RULES OF CONDUCT:**

- Show a genuine interest in the vision and mission of the Lewis-Upshur Animal Control Facility.
- Be present and on time for your commitments made. The animals and other volunteers rely on you to honor your scheduled shift times.
- Respect the confidentiality of information.
- Take pride in your work. Maintain a neat and clean appearance. Your appearance and conduct reflect directly on the Facility.
- Working with animals is not always easy. Dealing with people and animals, at times, can cause strong emotional reactions. Regardless of what happens during the day, it is important that you do not express negative feelings and emotions to the public. What you do and say affects the public’s view of the Facility, so be courteous and empathetic at all times.
- If an unresolved problem develops, bring it to the attention of the Facility Supervisor.
- Demonstrate loyalty to the Facility programs, services and Staff. Do not discuss or challenge Facility policies when customers are present. If you have concerns, bring them up to the attention of the Facility Supervisor or County Commission/Administrator.

## **VOLUNTEER GUIDELINES**

- Familiarize yourself with and adhere to the Facilities policies.
- Familiarize yourself with the literature in the center so you can give appropriate information to the public if they have questions.
- Learn the jurisdictions over our center and others so you can correctly advise people as to where and how they should continue looking for their lost pet.
- Familiarize yourself with the behavioral tendencies noted on animal cages prior to initiating physical contact with the animal.
- Discuss behavior observations of the animal with the Facility Supervisor.
- Be empathetic to people and animals.
- Report any signs of illness in an animal to an animal care staff member or the Supervisor of the Facility.
- Wash your hands between handling each animal and use all required supplies to protect the animals against the spread of disease.
- Clean up after yourself, whether in the office, kennel or laundry room.
- Follow all Facility policies. Do not use your personal feelings or opinion as expertise when talking to the public.
- **DO NOT** involve yourself with any business being handled by the Facility staff unless requested to do so.
- **DO NOT** involve yourself in any decisions to euthanize an animal and do not openly question, criticize, publicize, or post on any social media website the decisions made by the staff of the Facility to perform euthanasia on an animal.
- **DO NOT** remove any animals from the premises without the express written permission of the Supervisor of Facility.
- **DO NOT** feed the animals unless you have specifically been assigned to do so.
- **DO NOT** attempt to break up a dog or cat fight. Report the incident to the Supervisor of Animal Services.
- **DO NOT** bring your children to the Facility without prior approval and express written consent of the Upshur County Commissioners, Upshur County Administrator and Supervisor of the Facility.

## **VOLUNTEER DUTIES:**

- We at the Lewis-Upshur Animal Control Facility value our volunteers and the effort put forth by our volunteers for the benefit and welfare of our “furry friends.” As a volunteer at the Lewis-Upshur Animal Control Facility, you will be asked to perform different duties and a list of those duties shall be provided to you during your scheduled shift by the Supervisor of Animal Services. Those duties include, but are not limited to the following:
  1. Cleaning. Cleaning may consist of emptying and sanitizing litter boxes, cat cages, dog kennels, both inside and out, or any other cleaning necessary of the Lewis-Upshur Animal Control Facility.
  2. Exercising and walking the dogs.
  3. Socializing cats.
  4. Laundry.
  5. Unloading of supplies.
  6. Bathing and/or brushing dogs and/or cats.
  7. Assist with vaccinations and weighing of animals.
  8. All duties as requested and assigned by the Supervisor of the Facility.
  
- Volunteers under the age of 18 must be accompanied by an adult volunteer at all times. For a list of adult volunteers and their volunteer schedules, please see Jan Cochran, Facility Supervisor.

## **DISMISSAL OF VOLUNTEER:**

Occasionally, a situation or circumstances may arise that requires the dismissal of a volunteer from his or her volunteer position. Dependent upon the circumstances of each case, the process is generally, but not limited to, the following:

Initially, the Supervisor of Facility will address the issue with the Volunteer. Secondly, contingent upon the circumstances, a letter will be issued by the Supervisor of Animal Control specifying the terms of probationary requirements. Finally, if all attempts to correct the recurrent problem fail, and after consulting with the County Administrator, a letter of dismissal will be issued by the Facility Supervisor and the County Administrator.

## **REASONS FOR DISMISSAL MAY INCLUDE BUT ARE NOT LIMITED TO:**

- Treating any animal in an inhumane fashion.
  
- Failing to adhere to Lewis-Upshur Animal Control Facility Volunteer Program Policies and Procedures.
  
- Insubordination.
  
- Using intoxicating beverages on duty.
  
- Being intoxicated on duty.
  
- Possessing or using drugs/narcotics on duty.
  
- Defacing any Lewis-Upshur Animal Control property.

- Failing to follow the chain of command.
- Disclosing or publicizing confidential information.
- Stealing Lewis-Upshur Animal Services property or animals.
- Failing to maintain a harmonious relationship with staff/volunteers/public.
- Providing false information about the Lewis-Upshur Animal Control Facility or any employee to a member of the public or media.
- Engaging in negligence or willful misconduct causing personal injury, harm to an animal or property damage.
- Being arrested.

In summary, it is our hope that your volunteer efforts will be enjoyable and rewarding for you, the animals, and the volunteers and staff you work with. Please discuss any concerns you may have with the Supervisor of our Facility. It is important that we resolve problems that arise so that we can work together effectively as a team.

I have read the above referenced guidelines and agree to abide by them. Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
 Volunteer Applicant Signature

\_\_\_\_\_  
 Under 18 Volunteer Applicant Signature

\_\_\_\_\_  
 Parent Signature

State of West Virginia  
 County of: \_\_\_\_\_

I, \_\_\_\_\_, Notary Public in and for said County and State to affirm and attest that the above individuals appeared before me and executed this document on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

(Seal)

\_\_\_\_\_  
 (Notary Public)

My Commission Expires on: \_\_\_\_\_

Reviewed and Approved on this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_.

---

Jan Cochran, Supervisor of the  
Lewis-Upshur Animal Control Facility

Reviewed and Approved on this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_.

---

Upshur County Commission