



**City of George West  
Animal Control**

# **Volunteer Manual**

# WELCOME

Welcome to the City of George West Animal Control Volunteer Program. Being a volunteer can be extremely rewarding and fun, but mostly, it affects the lives of homeless animals in a very positive way. There is a place in our shelter volunteer program for anyone who is willing to put forth the time and effort and make a difference.

There are two basic goals to all of our volunteer jobs at the shelter. The first is to provide the best possible care for the homeless animals at our shelter and the second is to increase adoptions and reclamations of these animals, which in turn, saves the lives of animals that would otherwise be euthanized.

## **Our Pledge:**

The City of George West Animal Control Department is dedicated to fostering the responsible and humane treatment of our animal population. We will prevent cruelty towards animals through the education programs and the strict enforcement of our city ordinances regarding animals. We will diligently investigate the complaints of our citizens and follow through their remedies to completion. We will make every effort to promote the adoption and reclamation of animals entrusted to our care. We will maintain a clean and healthy shelter environment for the homeless, abandoned, abused, unwanted and stray animals of George West.

## **SIGN IN PROCEDURES**

When reporting to your volunteer duty please put on your nametag and/or t-shirt and sign in.

## **PROCEDURES WHEN SICK**

If you are scheduled to participate in a particular volunteer activity, contact the animal control office or animal control officer ahead of your scheduled time.

## **ADDRESS AND PHONE NUMBER CHANGES**

Should you address or phone number change, report the changes as soon as possible.

## **GRIEVANCE PROCEDURES**

If you have any problems with another volunteer, your group leader, a staff member or program responsibilities, discuss them with the animal control officer. Problems with the animal control officer or stt should be discussed with the City Manager.

## **OFF LIMIT AREAS**

Some areas are off limits to volunteers because of disease control, the animals' comfort or possible interference with the shelter operations. They include: euthanasia/procedure room, receiving area, isolation areas, and any additional areas with posted signs.

## **ADOPTIONS**

Volunteers may only adopt animals from the shelter with authorization from the Animal Control Officer. Adoption is contingent upon the volunteer meeting the guidelines as set forth in City of George West Policy, and payment of all applicable fees.

## **INJURY AND DISEASE PREVENTION FOR VOLUNTEERS**

The following are steps in preventing injury and disease to volunteers:

1. Wear protective clothing and gloves.
2. Wash hands and exposed areas with soap and water regularly.
3. Follow personal sanitizing procedures regarding clothes and shoes.
4. Do not put yourself in a situation that makes you fearful or uncomfortable. If you feel uncomfortable with a dog or cat's behavior, please notify a staff member immediately.
5. Be familiar with the animal you are working with and proceed according to posted temperament signage.
6. Exercise caution in all activities and maintain close contact and direction with staff while performing your tasks.
7. Only perform tasks of which you have been properly trained and have obtained prior authorization.
8. Do not enter kennels marked administrative hold, bite case quarantine, and Euthanasia room.

### **REPORT OF ACCIDENT OR INJURY**

Any accidents or injuries that occur while volunteering at The City of George West Animal Control Shelter should immediately be reported to an Animal Control officer or the City Manager. Volunteers are not covered under The City of George West Health Insurance.

## **VOLUNTEER AGREEMENT**

I, \_\_\_\_\_ agree to serve as a volunteer and commit to the following:

- Complete all volunteer time agreed upon.
- Provide my own transportation to George West Animal Control Facility. Volunteers will not be allowed to ride in city vehicles.
- Arrive to volunteer on the agreed upon day and at the designated time, or call prior to starting time if unable to participate as scheduled.
- Work in a professional manner and maintain confidentiality about a customer, client, co-worker, or any member of staff.
- Ask for additional information if instructions are unclear.
- Respect the positions and functions of paid staff members.
- Dress appropriately for the job.
- Take any problem, criticism, or suggestion directly to supervisor or animal control officer or the City Manager.
- Accept supervision and be willing to be trained.
- Agree to sign a Waiver of Liability Form and an Acknowledgement Form, which states the volunteer has received and understands the Code of Ethics and commitment requirements.
- Agree to complete and maintain a Volunteer Time Sheet, which will enable the City to quantify the value added to the Animal Control Division from the Animal Control Volunteer Program.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature Of Parent/Guardian if Volunteer is a Minor*

\_\_\_\_\_  
*Date*

# Volunteer Commitment Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_ Relationship \_\_\_\_\_

**Please Check One:**    Adult       Youth    Age (13 yrs-17 yrs) \_\_\_\_\_

**Community Service** (Please check one of the following IF applicable):

Student    Confirmation    Court Ordered    Other    Number of hours \_\_\_\_\_

I was referred to the CGWAC by: \_\_\_\_\_

What is the reason you want to volunteer with Animal Care Services:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you understand you will be placed according to the need of the animals and to match your skills if possible?    Yes    No

Please check the volunteer opportunities that interest you and/or match your skills:

**Kennel Cleaner**

**Dog Walker**

**Adoption Counselor**

**Events**

**PR/Fund Raising**

**Grounds Upkeep**

**Office Help**

**Cat Socializer**

**Indoor Custodial**

**Wash Vehicles**

**Where Needed**

**General Maintenance**

**Hours Available** \_\_\_\_\_

**a.m.**

**p.m.**

I am able to commit to \_\_\_\_\_ hours per monthly.

Are you willing to make a minimum of 6 month commitment to volunteer?    Yes    No

If no why and what are you willing to commit? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have limitations (i.e. allergies, heavy lifting, etc.):    Yes        No

If yes, please explain \_\_\_\_\_

Number of pets owned in the last 10 years:

Dog \_\_\_\_\_ Cat \_\_\_\_\_ Bird \_\_\_\_\_ Rabbit \_\_\_\_\_ Other \_\_\_\_\_

I understand that volunteering is a commitment. I understand that Animal Care Services depends upon me arriving when I have agreed to arrive, to be on time, and to stay for the amount of time I have agreed to stay. I agree to obey the rules set forth by the Animal Control Department.

\_\_\_\_\_  
*Signature of Volunteer*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Parent/Guardian if Volunteer is a Minor*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Animal Control Officer*

\_\_\_\_\_  
*Date*

**If there is an opening for the position for which you are applying, we will attempt to place you in that position. If not you will be assigned other duties. We will contact you regarding orientation. Volunteers will be placed according to the need of the animals and to match your skills. Thank you for your time.**

**Any questions, please contact animal control office, at**

**(361-) 449-1556 or the City Manager at (361-) 449-1556**

**Return completed form to:  
The City of George West  
406 Nueces Street  
George West, TX 78022**

**City of George West Animal Control Department**

**VOLUNTEER WAIVER OF LIABILITY**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

The signature below constitutes the release liability.

In consideration of being permitted to volunteer at the George West Animal Control Facility operated by the City of George West, I hereby indemnify, release, and hold harmless the City of George West and County of Live Oak, their officials, employees, representatives, and agents from any and all liability for personal injuries or property loss, or damages of any kind whatsoever, which arise out of, or in any manner connected with, or caused by, or are claimed to arise out of, or are claimed to be in any manner connected with, or are claims to be caused by, either proximately or remotely, wholly or in part, my participation as a volunteer working around both domestic and wild animals and hazards associated therewith, including, but not limited to, being attacked, scratched, kicked, bit, mauled, or maimed by any animal at or in the animal care services facility, or when the injury or damage may in any other way arise from or out of being physically in, on, or at the Animal Control Facility in a volunteer capacity.

The Terms of this release are effective whether the injury or damage may result from the sole negligence, contributory negligence, or concurrent negligence of the City of George West, its officials, employees, representatives, agents or any of them, or of the County of Live Oak, its officials, employees, representatives, agents, or any of them.

\_\_\_\_\_  
*Signature of Volunteer*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Parent/Guardian if Volunteer is a Minor*

\_\_\_\_\_  
*Date*