



RICHARDSON ANIMAL SHELTER VOLUNTEER/COMMUNITY SERVICE PARTICIPATION GUIDELINES

Thank you for volunteering your time at the Richardson Animal Shelter! The time that you spend a the shelter is a valuable part of helping keep our dogs, cats, and other critters socialized, clean and happy. Your efforts will assist the staff in maintaining a clean shelter, a positive atmosphere and exceptional adoptions. Please remember that this is a working shelter. You must listen and take directions from the shelter staff and management. Failure to follow instructions will result in your removal from participation in our volunteer/community service program. Below are a few guidelines that will help you enjoy your visit. Please keep this form for your records.

VOLUNTEER/COMMUNITY SERVICE DO'S

- All volunteers/community service participants shall attend orientation and turn in a signed release form before being allowed to work. <u>Community service workers can only work from</u> <u>6am-9am Saturday, 9am-1pm Sunday, 8am –5pm on Holidays and any</u> time during the week.
- 2. Record your time in and time out each time you work on both the Sign-In sheet and you Personal Time Sheet in the **VOLUNTEER/COMMUNITY SERVICE SIGN IN BOOK** at the front counter.
- 3. If you sign up to be at the Animal Shelter, please show up and be on time. If you cannot work during your scheduled time, you MUST call and notify a staff member or leave a message stating that you will not be able to work. The Animal Shelter phone number is **972-744-4480**.
- 4. Complete the tasks assigned to you before moving on to the next task. Please be thorough. If you complete the tasks correctly, no one will have to clean up after you. If you are unable to complete a task before you leave, please let someone know.
- 5. Clean, clean. You will never have to ask permission to clean. The cleaner the shelter is, the more likely people are to spend time getting to know the animals, and the more likely the animals are to get adopted! The Animal Shelter can never be too clean.
- 6. Wash the dog runs when they are soiled. When hosing down the dog kennels, please be sure to wash the dog waste all the way down the drain, not just into the trough, and rinse the kennel walls and fencing as well. The cleaner the Animal Shelter is, the better chance animals have of being adopted!
- 7. Turn off the water after you finish using the hoses and open the hose nozzles so that the water can drain out. Please roll the hoses up when you finish using them.
- 8. Walk only the dogs available for adoption. Make sure that you get the kennel number off the back wall of the kennel. It is very important to ensure that each dog goes back into the same kennel he came from.
- 9. Feed the dogs once daily unless otherwise noted. Please make sure to give each dog only as much food as it will eat. Feed them on the INSIDE of their dog run. NEVER feed them in the same area where they urinate and defecate.
- 10. Please clean food bowls after the dogs eat. Whatever food is left in the food bowl needs to be discarded. Please make sure that the food bowls are dry before you put them back on the shelves. If the dogs spilled the dog food, please sweep it up and discard it.
- 11. Clean cat litter boxes if they are dirty. Please wash both the inside AND outside of the litter boxes. If there are feces, urine, or vomit in the cage, outside of the litter box, please get a paper towel and pick it up.
- 12. Clean the web cam/kitten room as often as necessary. Provide clean litter boxes and fresh food and water as needed. Sweep and mop as needed. Please make sure that the litter boxes are not in view of the web cam.
- 13. Clean the exotic animal room. Make sure that each animal has clean newspaper, fresh (new) food and water as well as clean bowls, litter boxes, etc. Please sweep and mop the room when you are finished cleaning it.

- 14. Bathe and groom animals for adoption. Be sure to clean up your mess! Pick up and wash any towels, shampoo and brushes and put them back where they belong.
- 15. Keep the back sink room of the Animal Shelter as clean as possible. Sweep and mop whenever necessary.
- 16. Do laundry. Please do not overload the washing machine. Change the dryer lint before putting a load in the dryer, and make sure that the towels and blankets are DRY before folding them up and putting them on the shelves.
- 17. Pick up paper, trash, and animal waste around the outside of the shelter, especially after walking dogs.
- 18. Stay busy, especially if you are here for Community Service. There is always something to do. If you cannot think of anything to do, ask.
- 19. Wash your hands often and at the end of your shift.
- 20. Have fun!

VOLUNTEER/COMMUNITY SERVICE

DO NOTS

- 1. Do not disrespect or 'talk back' to the Animal Services Staff working at the shelter. If you are assigned a task, you are expected to do it unless you have a medical condition that will not allow you to do it safely.
- 2. Do not interrupt any shelter staff member while they are speaking with a customer or on the phone. They will address your needs as soon as possible.
- 3. Do not go behind the reception counter unless you are getting a leash to walk a dog.
- 4. Do not open or enter any cage or work areas unless instructed to do so, especially quarantine cages.
- 5. Do not run or make loud noises while at the shelter.
- 6. Do not walk more than one dog at a time and do not let the dogs interact outside of their cages (this will prevent the possibility of dogs fighting).
- 7. Do not attempt to answer questions you do not know the answers to. If people are inquiring about a certain animal, refer them to the front desk. It is better to say, 'I do not know' rather than to inadvertently misinform people.
- 8. Do not eat in the reception area.
- 9. Do not 'hang out' at the front desk. If you cannot find something to do, let us know and we will find something for you to do. Remember, the cleaner the animal shelter is, the more likely it is that the animals will be adopted!
- 10. No smoking is permitted in or around the animal shelter.
- 11. Your cell phones are to be shut off during working hours.
- 12. Do not wear torn or offensive shirts, baggy pants or shorts, or open toed shoes.
- 13. Do not touch any equipment, chemicals, or medicines unless instructed to do so.
- 14. Do not request to ride in the shelter vehicles.
- 15. Do not be afraid to ask questions.
- 16. Do not forget to have fun!

Thank you!!!