

# VOLUNTEER HANDBOOK



**CITY OF FALLON ANIMAL SHELTER  
1255 AIRPORT RD  
775-423-2282**

Dear Volunteer:

On behalf of the City of Fallon Animal Shelter, welcome to our Volunteer Program. We appreciate your interest in our shelter and your desire to give your time and efforts to assist us in caring for the animals in our facility.

The task of helping animals is not always an easy one, but it can be a very rewarding experience. You may be motivated to seek volunteer opportunities with us for a variety of reasons: your love of animals, desire to serve your community, or other reasons. Whatever prompted you to consider volunteering your time to the Animal Shelter and the animals we serve, will hopefully develop into a long-term relationship with us as we partner to make a difference within our community.

It is our hope that through the Volunteer Program we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, ownership, and safety.

While there will be some details to work through, please complete the volunteer application. We are excited that you have an interest in working with us. Remember the staff is here to help you as you begin your volunteer work. Please don't hesitate to ask for assistance, as you learn and grow with us.

Welcome,

Fallon Animal Shelter Staff

## **INTRODUCTION**

Welcome to the City of Fallon Animal Shelter Volunteer Program. We are excited and pleased to have you join our team. This handbook is an information tool to help you learn about us and to serve as a guide as you begin your volunteer work.

Feel free to ask questions. We believe all questions are important, so please don't hesitate to ask.

## **MISSION STATEMENT**

The City of Fallon Animal Shelter makes our community a better place for people and animals by:

- Public Safety
  
- Handling and investigating all animal complaints, public nuisances and enforcing animal related laws including licensing requirements, animal abandonment and prosecutions for animal cruelty.
- Sheltering stray and unwanted animals with an adequate place to provide food, water, and care.
- Providing an adoption program to place animals in a caring and responsible home.
- Reducing animal overpopulation through a public funded voucher system.
- Serving as an advocate for animals, promoting humane standards and preventing cruelty.
- Working with animal rescue groups for the shared common goal of reducing euthanasia.

## **PURPOSE**

The purpose of the Animal Shelter Volunteer Program is to promote animal awareness within the community and to educate the public about responsible pet care, ownership, and safety for and around animals. The Program helps teach quality care for the animals by allowing interaction between the volunteers and animals. The program also aids Animal Services personnel.

## **FALLON ANIMAL SHELTER HOURS OF OPERATION**

Monday to Friday	9:00 a.m. – 5:00 p.m.
Saturday	9:00 a.m. – 3:30 p.m.
Sunday & Holidays	Closed

## **CONTACT INFORMATION**

City of Fallon Animal Shelter (775) 423-2282  
1255 Airport Road  
Fallon, NV 89406  
(775) 423-2282  
After hour emergencies: Fallon Police Department (775) 423-2111

## **STAFF INFORMATION**

Tony Burgess  
Community Service Officer Supervisor

Kaylee Hammond  
Community Service Officer

Rachel Massey  
Community Service Officer

Kayla Norcutt  
Community Service Officer

## VOLUNTEER INFORMATION

### DEFINITION OF VOLUNTEER

A volunteer is an individual sixteen (16) years of age or older, who without compensation or expectation of compensation, performs a task at the direction of or on behalf of the City of Fallon. A volunteer must be officially accepted by the City of Fallon Animal Shelter prior to performing any volunteer duties.

### DEFINITION OF YOUTH VOLUNTEER

A youth volunteer is an individual at least thirteen (13) years of age, but under the age of sixteen (16), accompanied by an adult volunteer who is their parent or legal guardian.

### HOW TO BECOME A VOLUNTEER

Persons interested in volunteering for the Fallon Animal Shelter should contact the Community Services Supervisor/Volunteer Coordinator for an application. All applicants will have to submit to a background check.

1. All Volunteers shall be required to read, sign, have notarized and submit the appropriate waivers of liability and release forms before starting service at the Animal Shelter.
2. Once accepted, the applicant will be contacted by Shelter Staff and scheduled for a tour of our facility. Shelter staff will provide an overview of the Animal Shelter, the services we provide, go over Volunteer duties and Shelter safety.
3. The Volunteer will schedule available work times with Shelter Staff.
4. Training for each Volunteer duty will be provided to ensure safety and proper procedure.

### VOLUNTEER & YOUTH VOLUNTEER DUTIES

Shelter volunteers will help provide assistance with daily operations

Feed, walk, socialize, bath & groom animals

Clean dog kennels

Clean cat cages

Prepare cat/dog food for following day

Clean/organize food storage area

Sweep/clean cat room, work room and back hallway floors

Wash Animal Control Units

\*\*\*Youth Volunteers: size/age limits unless approved by Animal Shelter Staff & Parent/Guardian.

### GUIDELINES FOR VOLUNTEERS

#### Handling of animals

**Dogs:** All dogs must have a leash attached to their collar or around their neck. Be sure the leash is firmly attached before leading it out of the kennel. The leash must be firmly attached to your wrist and/or hand at all times to prevent the dog from running free. Volunteers should only enter areas containing animals that are approved by Shelter Staff.

**Cats:** It is recommended that you wear safety gloves when handling cats. All cats should be picked up with caution by grasping the back of the neck and the hind legs supporting the body. With all doors shut in the cat room, cats available for adoption may be taken out of their cages. Only one (1) cat at a time will be allowed out of the cage.

**Injured Animals:** Volunteers should not handle injured animals. If a volunteer notices an injured animal, they should immediately notify a staff member.

## **ANIMAL SHELTER MAINTENANCE**

**Sanitation/Disease Control:** Proper and timely application of chemical disinfectants is essential for sanitation and disease control. Great care should be used when handling these chemicals. Gloves and goggles should be worn at all times. Any volunteer wishing to utilize the cleaning chemicals must first receive specific training by Shelter Staff.

**Animal Feed:** All animal food is to be placed in proper containers immediately upon receipt. All bags/boxes should be placed in the dumpster as soon as possible. The food containers are to be always kept sealed tight to avoid spoilage and contamination.

## **ANIMAL SHELTER CLEANING PROCEDURES**

### **Main Kennel Area:**

1. Pick up all food and water bowls and discard any leftover food. Never reuse food left over food! Place all bowls in the sink to be washed/disinfected.
2. Collect all fecal material utilizing the provided scraper and deposit in trash.
3. Turn on appropriate water valve for the kennel. Using water hose, spray interior kennel from exterior wall to center interior drain. Please make every attempt to minimize the animal getting wet. The exterior portion is cleaned in a similar fashion with water being directed into the exterior drains.
4. After rinsing with water, apply disinfectant to all surfaces of each run/walkway and then let stand for (10) minutes. Avoid getting cleaning products on the animal. Rinse with water and squeegee water from walkways.
5. If an animal is removed from a cage, the water bowl and food bowl must be picked up and cleaned with disinfectant. All runs should be washed/disinfected before a new animal goes in the cage.

### **Cat Cages:**

1. Empty food, water, and all litter pans. Place all bowls in the sink to be washed/disinfected. Be sure to disinfect the bowls and litter pans separately.
2. Sweep out any cat litter or loose food in the cage.
3. Spray inside of cage with disinfectant. Avoid getting cleaning products on the animal. Wipe cage out with a towel.
4. Fill food and water bowls with fresh food and water and place inside clean cage. Fill cat litter pan with fresh litter and place inside cage.

### **Storage Room:**

1. All food and water bowls should be washed in hot soapy water with a bleach solution. Once they have been washed, they will be dried and stacked on the appropriate shelves.
2. All cat litter pans will be washed after the food and water bowls and when dried, returned to their proper place. The sink must be disinfected after washing the litter pans.
3. When the morning cleaning is done, all trash cans should be emptied, and their contents taken to the dumpster.

The floor area of the storage room will be mopped with water, bleach solution and disinfectant on a weekly basis or as needed.

## **VOLUNTEER SCHEDULING AND RECORDING OF SERVICE HOURS**

All volunteers will be asked to work a scheduled shift according to how many volunteers are active. Volunteers will be responsible for showing up at their scheduled time. If the volunteer is unable to come on the days scheduled, it will be their responsibility to contact the Shelter. If the volunteer misses more than two (2) consecutive times without notifying the Shelter, their slot will be filled with another volunteer if there is a waiting list.

A volunteer service record log will be kept at the Shelter and each Volunteer will be responsible to record the date worked, time in and out and the total hours worked.

## **VOLUNTEER CONDUCT, PERSONAL APPEARANCE AND CONFIDENTIALITY**

Any volunteer who engages in any conduct or a pattern of conduct that would tend to disrupt, diminish, or discredit shelter operations or otherwise jeopardize public trust in the Animal Shelter, Staff, City of Fallon or themselves will be dismissed from the program. Volunteers are further expected to maintain their appearance and grooming while at the Shelter. Volunteers shall be dressed and groomed in a manner that is clean, neat, and professional and that will not be a health or safety hazard or insulting to others. Proper dress is a necessity for public contact as it reflects on the person and the Shelter. Clothing, which, in the opinion of the staff, would be deemed inappropriate, offensive or a safety hazard will not be allowed. Any open shoes, such as flip-flops, sandals or bare feet are prohibited. Volunteers should wear jeans or long pants while working at the Shelter to avoid injury.

Certain information may become evident during your volunteer work. The Volunteer understands, acknowledges, and agrees that this information is confidential. In consideration of being allowed to take part in the volunteer work, the Volunteer agrees to keep confidential and not to disclose to any person any and all information observed or learned during or because of his/her volunteer work. The Volunteer shall not remove any written embodiment of information from the Animal Shelter for any reason.

## **SAFETY PROCEDURES**

To minimize accidents and injuries, the need exists for recognizing and following good safety principles. To accomplish this, staff will provide all reasonable safeguards to ensure safe working conditions. The cooperation of the volunteer and staff in the observance of this policy will hopefully provide safe working conditions and accident-free performance.

1. Each Volunteer is responsible for immediately reporting the presence of any hazard or unsafe condition to Shelter Staff.
2. The Shelter will provide safety equipment. Before any equipment is used by the Volunteer, they will be fully trained in its use. No Volunteer will be asked to use equipment for which they have not received training.
3. This document cannot anticipate all areas of potential injury or threat to safety and therefore it is expected that the volunteer will use good judgment and common sense when involved in Shelter activities.
4. Any accidents or injuries, no matter how slight, must be reported immediately to Shelter Staff and a report filed.
5. Under no circumstances shall a Volunteer be requested to handle or be exposed to any wild or dangerous animal which may come into the custody of the Shelter.

## **POLICIES EUTHANASIA POLICY**

Euthanasia is an unfortunate but necessary part of the work carried out by animal shelters across the country and a topic that most people would rather not think about. While it is probably the most difficult subject to understand, it is a very real part of the work conducted by animal shelters. Countless dogs and cats are brought to private and public animal shelters annually because they are unwanted, abandoned or lost. While an animal shelter may work very hard to place each of the animals they may take in, there are always more animals received than there are people ready to adopt them.

At the Fallon Shelter we do our best to place every adoptable animal that comes into our care. As animal lovers, we all share a common goal for the pets in our community. We want them to have a warm place to sleep, good food to eat, a loving family, plenty of exercise and regular veterinary care. Unfortunately, there are just too many animals and not enough caretakers.

The decision to euthanize an animal is made after careful evaluation, including the safety of staff, the animal's health, temperament, and space available to house and care for the animal.

From time to time, we are asked why we are not a "NO KILL" facility. A "no kill" shelter is one that publicly announces that they will not euthanize pets at their facility. There are various reasons a shelter may make this decision, however, to live up to the meaning of the words no kill, once the shelter reaches its maximum capacity, they must turn incoming pets away. In anticipation of reaching a maximum capacity and having to turn away pets, many shelters become selective when accepting pets and only receive the ones they believe will have the best chance at adoption. What happens to the pets that are turned away? Does the owner find another shelter, let the pet loose to fend for itself or find another alternative way to get rid of the pet?

The Fallon Animal Shelter provides City of Fallon and Churchill County residents with an open admission facility and does not limit the animals we take in. We believe the animal stands a much better chance with us, by receiving humane care and potentially a new home with someone to love and care for it.

If the decision is made to euthanize an animal, a trained staff member who possesses a state certification to perform the procedure, will work with an assistant and administer a lethal injection of sodium pentobarbital. This method is widely considered the most humane and painless euthanasia procedure. The animal is held by the assistant who speaks to the animal in a gentle manner during the procedure.

It is unfortunate that this procedure must be conducted, and it is no doubt very difficult for our staff. This task requires our staff to cope with both emotional and psychological challenges. Knowing that these challenges exist, we ask you to respect what our staff deals with and to be sensitive if talking about the topic. We do not want to add to our staff's challenges by insinuating that they are the "bad guy," "culprit" or reason why this task is performed.

In working with numerous rescue groups, F.A.W.G (Feline Adoption and Welfare Group), S.P.C.A (Society for the Prevention of Cruelty to Animals), N.H.S. (Nevada Humane Society), we have greatly reduced the number of animals euthanized.

**City of Fallon Animal Shelter  
Volunteer & Youth Volunteer  
Application**

<b>Name:</b>	<b>Date:</b>	
<b>(Youth) Parents name if less than 18:</b>		
<b>Adult Volunteer you will be accompanied by:</b>		
<b>Date of Birth:</b>	<b>SSN:</b>	
<b>Home Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Mailing Address (if different):</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Email:</b>		
<b>Primary Phone:</b>	<b>Secondary Phone:</b>	
<b>Best time to contact you:</b>		
<b>Driver's License Number:</b>		
<b>State:</b>	<b>Expiration:</b>	
<b>Name of Emergency Contact:</b>	<b>Phone:</b>	

**Length of time you would like to volunteer:**

- Short Term                       On-Going

**Hours available per week:** \_\_\_\_\_



**References:**

List three references: (If currently employed, or if you have previously been a volunteer, please include those organizations.)

Name	Address/Zip	Phone
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

**Statement of Agreement:**

Please read each statement, check the box, and indicate agreement by your signature below.

- I agree not to consume, use, possess or be under the influence of any drug or alcohol products while volunteering for the City of Fallon.
- I understand that any conduct or pattern of conduct that would tend to disrupt, diminish or discredit shelter operations or otherwise jeopardize public trust in the Shelter, Staff or City of Fallon will result in dismissal.
- I understand that my volunteer assignment with the City of Fallon may be terminated at any time.
- I understand that depending upon the nature of the volunteer assignment, the City of Fallon may deem it necessary to obtain a Driver's License Record and/or a Criminal Conviction History and Wanted Information Reports on individuals volunteering for the City of Fallon. ***I hereby consent to the City of Fallon to perform a background check that may consist of a Driver's License Record search, a Criminal History check, and/or State Sex Offenders list search. I release, relinquish, and hold harmless the City of Fallon, its employees, agents and representatives, from any and all causes of action or liability which I may have or which arise out of, or as a result of, the reports herein authorized. Furthermore, I understand that my failure to execute this informed consent will result in my not being considered for volunteerism.***
- I have NOT been convicted and/or placed on probation for any criminal offense. If you have been convicted and/or placed on probation, please list date and nature of the offense: \_\_\_\_\_  
\_\_\_\_\_

Signature:	Date:
Full Name (please print):	

**Please return form to City of Fallon Animal Shelter  
1255 Airport Road, Fallon, Nevada 89406**

**FALLON ANIMAL SHELTER  
VOLUNTEER PROGRAM  
AGREEMENT OF WAIVER OF LIABILITY**

I, \_\_\_\_\_, being eighteen years of age or older, hereby agree to accept a position as a volunteer worker of the City of Fallon Animal Shelter, and in doing so, agree to comply with all the rules and regulations established by the City of Fallon, and I understand that failure to do so may result in my immediate termination as a volunteer. As a volunteer, I agree to do my best to represent the City of Fallon Animal Shelter to the public in a positive, accurate and professional manner.

I have agreed to accept such appointment subject to receiving the training provided in the program and understand that my participation is purely voluntary, without compensation; participation may be withdrawn or denied for any reason whatsoever and without cause.

I recognize that in handling animals and performing other volunteer tasks, there exists a risk of injury including physical harm caused by the animals. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify and hold harmless the City of Fallon, its agents, servants, and employees from any and all claims, causes of actions, or demands, of any nature of cause, including costs and attorney fees incurred by the City of Fallon in connection with the same, based on damages or injuries which may be incurred or sustained by me in any way connected with my services for the City of Fallon, including but not limited to animal bites, accidents, or injuries.

I understand that public relations are an important part of volunteering at the City of Fallon Animal Shelter. On behalf of myself, my heirs, personal representatives, and executors, I hereby allow the City of Fallon to use any photographs taken of me for use in public relation efforts.

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

STATE OF NEVADA  
COUNTY OF CHURCHILL

SUBSCRIBED AND SWORN TO BEFORE ME, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
to certify which witnessed by my hand and official seal.

\_\_\_\_\_  
Notary Public, State of Nevada

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

**FALLON ANIMAL SHELTER  
VOLUNTEER PROGRAM**

**AGREEMENT OF WAIVER OF LIABILITY  
FOR YOUTH AND APPLICANTS UNDER 18 YEARS OF AGE**

(This form must be completed by the parent or legal guardian for anyone less than 18 years of age. For Youth volunteers this form must be completed by the parent or legal guardian that will be accompanying the volunteer).

I, \_\_\_\_\_, Parent or Guardian, give my permission for my child, \_\_\_\_\_ who is under eighteen (18) years of age, to participate in the City of Fallon Animal Shelter Volunteer Program. As parent/guardian, in consideration of accepting a position for my child as a volunteer in this program, I do covenant with the City that I will never at any future time sue the City for or on account of any claim for damages arising out of my child's participation in the volunteer program for the Fallon Animal Shelter as hereinafter set forth below.

I recognize that in handling animals and performing other volunteer tasks, there exists a risk of injury including physical harm caused by animals. Furthermore, on behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless the City of Fallon, its agent, servants, and employees from all claims, causes of action, or demands, of any nature of cause, including costs and attorney's fees incurred by the City of Fallon in connection with the same, based on damages or injuries which may be incurred or sustained by my son/daughter in any way connected with his/her services for the City of Fallon, including but not limited to animal bites, accidents, or injuries.

I further attest that I am the parent or legal guardian of the above-mentioned minor child, and that I have legal right to enter into the Agreement of Waiver of Liability.

\_\_\_\_\_  
Signature of Parent/Guardian

**STATE OF NEVADA  
COUNTY OF CHURCHILL**

**SUBSCRIBED AND SWORN TO BEFORE ME, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_**  
to certify which witnessed by my hand and official seal.

\_\_\_\_\_  
Notary Public, State of Nevada  
My Commission Expires: \_\_\_\_\_

# FALLON ANIMAL SHELTER YOUTH VOLUNTEER CHECKLIST

**FOR OFFICIAL USE ONLY**  
(This form will be completed by City personnel)

In order for a Youth Volunteer to begin working with dogs over the age of twelve (12) weeks and / or over the weight limit of 20 lbs., staff will need to make a determination that the individual has not only served as a volunteer for a minimum of five (5) hours, but that has also demonstrated the following characteristics:

1. Has demonstrated the ability to respect and follow instructions.
2. Demonstrates physical ability to handle and walk larger dogs.
3. Can identify a dog that might rush the kennel door when opened.
4. Can identify a dog that is showing fear.
5. Can explain the difference between a dog that is leash trained and one that is not.
6. Shows proper technique for putting a leash on a fearful dog.
7. Shows proper technique for opening kennel door with an excited dog inside.
8. Can identify what instances would require the help of an employee of the Shelter.
9. Demonstrates knowledge of safe areas to walk dogs

**Youth Volunteer Name**

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**Print Name of Parent/Guardian**

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**Signature of Community Service Officer**

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**Notes**

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