



City of Rockwall
The New Horizon

ANIMAL ADOPTION CENTER VOLUNTEER HANDBOOK



TABLE OF CONTENTS

- Welcome letter from the Animal Services Supervisor..... 2
- Introduction and history of Rockwall Animal Services..... 3
- Adoption Center hours of operation and contact information..... 4

VOLUNTEER INFORMATION

- Definition of Volunteer..... 5
- Definition of Junior Volunteer..... 5
- Definition of Youth Volunteer..... 5
- How to become a Volunteer..... 5
- Volunteer duties and opportunities..... 5-7
- Guidelines for Volunteers..... 8
 - Public information..... 8
 - Handling of animals..... 8
 - Animal Adoption Center maintenance 8
 - Animal Adoption Center cleaning procedures..... 9-10
 - Off-Site Adoption events..... 9
- Volunteer scheduling and recording of service hours..... 10
- Personal appearance and hygiene..... 10
- Safety procedures..... 10
- Information regarding euthanasia 12

APPENDIX.....13-21

- Volunteer application
- Junior and Youth Volunteer application
- Waiver of liability
- Junior and Youth and applicants under 18 years of age.
- Volunteer Service Record
- Youth Volunteer checklist

Dear Volunteer:

On behalf of the City of Rockwall and the Animals Services Department, I want to welcome you to the Rockwall Animal Adoption Center Volunteer Program. We are pleased that you desire to give your time and efforts to assist us with our customers and 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, desire to develop your personal skills or other reasons. Whatever prompted you to consider giving your time to the Animal Adoption Center 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 the City's hope that through the Animal Adoption Center Volunteer Program we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, ownership and safety, and promote the need for responsible pet ownership.

While there will be some details to work through, such as completing a volunteer application, attending an orientation session and accepting some hands on training before you get started performing tasks for us, we are excited that you have an interest in working with us and look forward to meeting you, getting to know you and working together with you. 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,

Chris Valentine
Rockwall Animal Services Supervisor

INTRODUCTION

Welcome to the Rockwall Animal Adoption Center Volunteer Program. We are excited and pleased to have you join our team. This handbook is an information tool with information to help you learn about us and also to serve as a guide as you begin your volunteer work with us.

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

MISSION STATEMENT

The City of Rockwall Animal Adoption Center makes our community a better place for people and animals by:

- 🐾 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.
- 🐾 Serving as an advocate for animals, promoting humane standards and preventing cruelty.

PURPOSE

The purpose of the Animal Adoption Center 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 provides assistance to Animal Services personnel.

HISTORY

Rockwall Animal Control began in 1968, while the City's population was about 2,500. In 1984, a modest 630 square foot, 13 kennel run shelter was built behind the City's Service Center, located at 1600 Airport Road. Over the years, three additions were made to the original building, which ended up being a 1,800 square foot facility with a total of 38 kennel runs. In addition, a portable building was moved onto the site to house the offices and restroom. Due to the age and general condition of the facility, the City sought to construct a new Animal Adoption Center facility. A bond election was held and with voter approval the funding of the new building and design work began. Construction of the new Animal Adoption Center began in June of 2007 and the new Animal Adoption Center located at 1825 Airport Road was opened to the public on June 13, 2008. The Rockwall Animal Adoption Center is a 7,122 square foot facility, with 43 dog runs and 24 cat cages. In addition to serving the needs of the City of Rockwall, the Animal Services Department also serves the City of Heath and Rockwall County through contractual agreements. Our new facility is a state of the art Animal Adoption Center with a comfortable environment for both the public as well as the animals we house. The facility contains a get to know outdoor courtyard and an indoor "get-to-know" room, where the public can interact and socialize with animals they are considering adopting. In addition, we have an education room, where we plan to conduct responsible pet and safety training sessions, as well as bring school and other local groups into the facility for training and educational opportunities.

ADOPTION CENTER HOURS OF OPERATION

Sunday Noon-4pm
Monday 9am-6pm
Tuesday 9am-8pm
Wed. 9am-6pm
Thursday 9am-6pm
Friday 9am-6pm
Saturday 8am-5pm

CONTACT INFORMATION

The Animal Adoption Center location: 1825 Airport Road
The Animal Adoption Center phone number: (972) 771-7750
Animal Adoption Center web site: www.rockwall.com/AnimalControl/index.asp
For after hours animal emergencies: (972) 771-7717 Rockwall Police

STAFF INFORMATION

Chris Valentine
Animal Services Supervisor
(972) 772-6340

Randy Carothers
Volunteer Coordinator / Animal Services Officer
(972) 772- 6764

Juan Hernandez
Shelter Attendant

Lyndsey Weaver
Shelter Attendant

Paul Abernathy
Animal Services Officer

Cap Evans
Animal Services Officer

Connie Painter
Animal Services Officer

Joyce Ross
Animal Services 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 Rockwall. A volunteer must be officially accepted by the City of Rockwall prior to performing any volunteer duties.

DEFINITION OF JUNIOR VOLUNTEER

A junior volunteer is an individual at least ten (10) years of age, but under the age of thirteen (13), accompanied by an adult volunteer who is their parent or legal guardian.

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 Rockwall Animal Adoption Center should contact Animal Services personnel to obtain an application.

1. After the application has been submitted to the Animal Services Department, the applicant will be contacted and required to attend a volunteer orientation session. The purpose of the session is to give applicants an overview of the Animal Services Department, the services we provide and what volunteer opportunities are available.
2. Upon completion of the orientation session, the volunteer will be scheduled to attend a one-on-one interview to get acquainted with the staff and to discuss what areas the applicant would like to serve in. Following the interview and depending on the areas of interest, one or more hands on training sessions will be scheduled. The purpose for the training is to teach the volunteer the specific job duties and to ensure the volunteer is prepared to serve in the assigned capacity.
3. 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 Adoption Center.
4. Once these steps are completed, the Volunteer Coordinator will work with the volunteer to schedule work times.

VOLUNTEER DUTIES

Animal Adoption Center volunteers will help provide assistance to Animal Services personnel with daily operations and with special events. Duties may include:

- 🐾 Feeding, walking, socializing, bathing and grooming the animals.
- 🐾 Assisting citizens with information on animals ready for adoption.
- 🐾 Cleaning the animal's cages and/or kennels.
- 🐾 Clean and organize food storage area.
- 🐾 Window cleaning – inside kennel A, cat room and adoption corridor.
- 🐾 Sweeping / cleaning cat room, work room and back hallway floors.
- 🐾 Assisting with annual shot clinics and any other special events.
- 🐾 Working at and assisting with off-site adoption events.

JUNIOR VOLUNTEER DUTIES

Animal Adoption Center junior volunteers will help provide assistance to Animal Services personnel with daily operations and with special events.

Junior volunteers are at least ten (10) years of age and up to (13) thirteen years of age. The following guidelines will apply to junior volunteers:

- 🐾 Walking, socializing and playing with dogs less than twelve (12) weeks of age and less than 20 lbs.
- 🐾 Feeding and providing water for the animals.
- 🐾 Kitty socialization.
- 🐾 Prepare cat and dog food for following day.
- 🐾 Assisting citizens with information on animals ready for adoption.
- 🐾 Cleaning the animal's cages and/or kennels.
- 🐾 Clean and organize food storage area.
- 🐾 Window cleaning – inside kennel A, outside cat room and adoption corridor.
- 🐾 Sweep / clean cat room, work room and back hallway floors.
- 🐾 Assisting with the annual rabies vaccination clinic and any other special events.
- 🐾 Working at and assisting with off-site adoption events.

YOUTH VOLUNTEER DUTIES

Animal Adoption Center youth volunteers will help provide assistance to Animal Services personnel with daily operations and with special events.

Youth volunteers are those who are at least thirteen (13) years of age and up to sixteen (16) years of age. The following guidelines will apply to youth volunteers:

- 🐾 Walking, socializing and playing with dogs less than twelve (12) weeks of age and less than 20 lbs. (* see note below).
- 🐾 Feeding, walking, socializing, bathing and grooming the animals.
- 🐾 Prepare cat and dog food for following day.
- 🐾 Assisting citizens with information on animals ready for adoption.
- 🐾 Cleaning the animal's cages and/or kennels.
- 🐾 Clean and organize food storage area.
- 🐾 Window cleaning – inside kennel A, outside cat room and adoption corridor.
- 🐾 Sweep / clean cat room, work room and back hallway floors.
- 🐾 Assisting with the annual rabies vaccination clinic and any other special event.
- 🐾 Assisting with updating the photos to be used on the City's web site, showing the adoptable animals.

* Youth volunteers that desire to walk, socialize and play with dogs that exceed the twelve (12) weeks and 20 lb. weight limitations, may do so, provided they meet the following qualifications:

- 🐾 Have served as a Rockwall Adoption Center youth volunteer for a minimum of five (5) hours.
- 🐾 Have demonstrated their ability to follow instructions from Adoption Center Staff and their parent or legal guardian.

- ✖ Adoption Center Staff believes their physical stature is sufficient for the task.
- ✖ Demonstrated knowledge of basic dog behavior.
- ✖ Demonstrated good and safe technique in handling smaller dogs.

Staff will utilize the check list included in this handbook on page 20, to make the determination whether a youth volunteer in this category is ready to advance to handling dogs over the 12 week or 20 lb. limits. The youth volunteer's parent or legal guardian will be required to sign the checklist, acknowledging their approval.

VOLUNTEER OPPORTUNITIES

The following volunteer opportunities exist at the Rockwall Animal Adoption Center:

Administrative Support: Provides assistance to the Animal Adoption Center staff with office operations such as: assisting the public with information, adoptable animal photo production, filing, typing and other office work as needed.

Animal Adoption Center Attendant: Provides assistance with feeding, watering, cleaning and maintaining the kennels and cages for the comfort of all animals housed in the Animal Adoption Center.

Adoption Assistant: Provides assistance to prospective adopters by bringing selected animals to the designated visitation areas and relaying any information that the interested party needs.

Grooming: Bathes, brushes, trims and maintains the overall appearance of the animals when ready for adoption. Grooming may include the use of scissors, clippers, brushes, combs, shampoo, flea and tick dip and other electrical or mechanical devices.

Humane Education: Assists Animal Adoption Center staff with Humane Education programs. Topics covered include, but are not limited to pet care, responsible pet ownership, safety for and around animals, adopting a new pet and pet overpopulation. Programs and tours are provided by appointment at the Animal Adoption Center, schools, day care centers or any other requested location.

Special Events: Assists with a variety of special events including Vaccination Clinics and fund raising events.

Off-Site Adoption Events: Assist with and work at off-site adoption events.

GUIDELINES FOR VOLUNTEERS

Public information

Any information produced for the purpose of distribution to the general public must be reviewed and approved by the Rockwall Animal Services Supervisor prior to being distributed.

CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOG/ CAT REGISTRATION INFORMATION. Information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information of an owner of a vaccinated animal is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control services or animal registration services for the governmental entity for purposes related to the protection of public health and safety. Therefore, volunteers who may help with paperwork, filing or data entry tasks, must be careful with this information and use it for its intended purposes only.

Handling of animals

Dogs: All dogs, when removed from a cage, will have a leash attached to their collar or around their neck. Be sure the leash is firmly attached to the dog's collar or neck before leading it out of the kennel. Maintain the leash on your wrist and/or hand at all times to prevent the dog from running free. Once the dog has entered the get-to-know room the leash may be removed. Once the dog has entered the outdoor courtyard and provided it is the only dog in the courtyard, the leash may be removed. If a second dog enters the courtyard, both dogs should be leashed. Animals that are on hold and not ready for adoption should not be handled by a volunteer, only Animal Adoption Center staff. Volunteers should only enter areas containing animals that are up for adoption, i.e. kennel A or the cat adoption room.

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 when removing it from the cage. Cats available for adoption may be removed from the cage and placed on the floor provided the door to the small animal room is closed. 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 an Animal Adoption Center staff member.

Restricted areas: The public is not allowed inside any controlled access area (i.e. kennel runs A and B, isolation / quarantine area, adoption cat room, check in area, cat holding or work room).

Volunteers will not be allowed in the following areas: kennel B, quarantine / isolation room, cat holding.

ANIMAL ADOPTION CENTER MAINTENANCE

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

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

Deceased Animals: Volunteers should not handle deceased animals. Upon observing a deceased animal in the Animal Adoption Center, the volunteer should notify an Animal Adoption Center staff member immediately.

ANIMAL ADOPTION CENTER CLEANING PROCEDURES

Main Kennel Area:

1. Pick up all food and water bowls and discard any food left in bowls. Never reuse food left in bowls. Place all bowls in work area to be washed.
2. Turn on appropriate water valve for the kennel, so water will flow down the trench drain. Using water hose, spray down the run forcing all fecal material to the rear of the run and into the trench drain. Be sure that all fecal material is flushed down the run into the trench drain. Please make every attempt to minimize the animal getting wet. Once all kennels are flushed clean, roll up the hose reel and proceed to the floor sink, raise cover, verify no animals exist in floor sink and then proceed to flush the floor sink. Turn off appropriate trench drain valve.
3. Apply cleaner to top, sides, and floors of each run and walkway, and then let stand for five (5) minutes. Avoid getting cleaning products on the animal. Using a scrub brush, scrub walls and floors as needed to remove dirt or any other materials. Then apply disinfectant to top, sides, and floors. Rinse runs with water and squeegee water from walkway and runs.
4. If an animal is removed from a cage, the water bowl and food bowl should be picked up and washed with disinfectant. All runs should be washed down and disinfected before a new animal goes in the cage.
5. All towels will be placed in the treatment room (washer / dryer area).

Cat Cages:

1. Empty all food and water bowls and empty out and thoroughly clean all litter pans. Remove newspapers from cage. Food and water bowls should be taken to the treatment room and washed with disinfectant. Once these items have been cleaned, they should be returned to the cat rooms.
2. Sweep out any cat litter or food that is along the edges of the cage.
3. Spray inside of cage with disinfectant and let stand five (5) minutes. Avoid getting cleaning products on the animal. Wipe cage out with paper towels.
4. Pull cage unit away from wall, clean windows and window sills, sweep and/or wash down floor and walls.
5. Fill food and water bowls with fresh food and water and place in clean cage. Fill cat litter box with fresh cat litter and place in cage. Put fresh newspapers in the cage and then put cat in cage.

Treatment 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 in the kennel area and when dried returned to their proper place.
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 workroom will be washed down with water, bleach solution, and disinfectant on a weekly basis or as needed.

OFF-SITE ADOPTION EVENT PROCEDURES

Volunteers will have the opportunity to assist with and work at various off-site adoption events. All off-site adoption activities will be conducted at City sponsored events that are hosted by the City, with Animal Services being represented by Animal Services Volunteers. Examples of these events are our existing Find a Friend Friday's events at Petco and in addition, the Doggie Splash Day, Movies in the Park and Senior Health Fair events we have participated in.

Volunteers desiring to assist with and work at off-site adoption events will be required to attend a volunteer orientation session as well as training sessions at actual off-site adoption events. The off-site training will be

conducted by the volunteers that have been selected by the Supervisor to conduct such an exercise. Individuals selected to provide the training, along with the Supervisor will determine how much training an individual will need and when the volunteer is ready to work at an event unsupervised by a trainer or Animal Services Personnel.

Volunteers working at off-site events, will be expected to know how to answer questions commonly asked regarding the animals being shown at the event, other animals that up for adoption at the Adoption Center and general questions surrounding the adoption process, fee's and the customers responsibilities. In addition, the off-site volunteer must be able to utilize the portable credit card machine and to deal effectively with adoption fee transactions. Because many of the customers served at off-site events may not visit our Adoption Center, these customers experience and opinion of the Animal Services Department and our Adoption Center will come solely from the interaction they will have with off-site event volunteers Therefore, these volunteers will be considered ambassadors for the Department and the Animal Adoption Center and must possess skills to conduct themselves in a professional and courteous manner with all customers. The main objectives for these volunteers to accomplish will be to showcase the animals currently available for adoption, to answer the customer's questions and to promote a positive image of the Department and the Adoption Center.

VOLUNTEER SCHEDULING AND RECORDING OF SERVICE HOURS

All volunteers will be asked to work a scheduled shift according to how many volunteers are active. The scheduling will be done by the Volunteer Coordinator or the Animal Adoption Center Supervisor. Volunteers are required to utilize an online scheduling tool to schedule the hours they desire to work.

The online tool is available at <http://www.rockwall.com/AnimalServices/volunteer/>

Volunteers will be responsible for scheduling their time and showing up for work at that time. If the volunteer is unable to come on the days scheduled, it will be their responsibility to contact the Animal Adoption Center. If the volunteer misses more then two (2) consecutive times without notifying the Animal Adoption Center, their slot will be filled with another volunteer if there is a waiting list.

A volunteer service record log will be kept at the Adoption Center and every volunteer will be responsible to record the date worked, time in and out, and the total hours worked.

PERSONAL APPEARANCE AND HYGIENE

Volunteers are expected to maintain their appearance and grooming while at the Animal Adoption Center or at any Animal Adoption Center sponsored event. Volunteers will 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. Volunteer identification (provided by the City) will be worn at all times, while on duty at the Animal Adoption Center or any Animal Adoption Center function. Proper dress is a necessity for public contact as it reflects on the person and the Animal Adoption Center. Clothing, which, in the opinion of the Animal Adoption Center 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 Animal Adoption Center to avoid injury from scratches or other items.

The volunteer's appearance should be neat and clean. Each volunteer is required to attend to his or her personal grooming so as to present a good public image. Hair must be clean, groomed and by nature of the style, not create a distraction.

SAFETY PROCEDURES

In an attempt to minimize accidents and injuries, the need exists for recognizing and following good safety principles. To accomplish this, Rockwall Animal Services management will provide all reasonable safeguards to ensure safe working conditions. No job is so important and no task is so urgent that we cannot take time to perform the task or work safely. The cooperation of the volunteer and Animal Services staff in the observance of this policy will hopefully provide safe working conditions and accident free performance.

1. Each volunteer shall be required to attend volunteer training before working alongside the Animal Services staff in the Animal Adoption Center. Training consists of verbal and hands on instructions given by the Animal Services staff. The length of the training is dependant on the task to be performed and the speed at which the volunteer learns.
2. A volunteer will be limited to accompanying one youth volunteer, during any given time of service. This will help to ensure the youth has direct supervision and assistance at all times.
3. Each Volunteer is responsible for immediately reporting the presence of any hazard or unsafe condition to the Animal Services Supervisor or other staff member in the absence of the supervisor.
4. The Animal Adoption Center will provide safety equipment for all aspects of the job. 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.
5. 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 Animal Adoption Center activities.
6. Any accidents or injuries, no matter how slight, must be reported immediately to the Animal Adoption Center Supervisor or other staff member in the absence of the supervisor and a report filed.
7. 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 Animal Adoption Center.

INFORMATION REGARDING EUTHANASIA

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 take in, there are always some that are either suffering, not savable or treatable and those that have temperaments that are not considered safe for the public. In addition, there may be times when a facility is running at full capacity and unsuccessful in placing animals in a foster home, adoption partner facility or with a rescue group.

At the Rockwall Animal Adoption Center we have set a goal to achieve a live outcome rate of 90% of the animals that come into our facility. We work diligently to achieve this through adoptions, placement in an Adoption Partner facility and those we return to their owners. Because of our live outcome goal, we are committed to doing everything we can, to save as many animals as possible. Therefore euthanasia is a last resort and only performed when other remedies have been exhausted. Because 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 times when this outcome may not be achieved.

The decision to euthanize an animal is made after carefully evaluating the following issues: the animal's health conditions and our ability to treat a sick or injured animal, the animal's temperament and if adequate space is available to isolate sick animals and to house and care for all the animals in our possession. We are currently developing a euthanasia protocol document to be adopted by our City Council in the near future. Once the policy has been adopted, you will be able to refer to it, if you are interested in further details regarding this matter.

If the decision is made to euthanize an animal, a trained staff person 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.

APPENDIX

FORMS

Volunteer application: This form must be completed and returned to the Animal Services Supervisor. All lines need to be completed and signed by the volunteer.

Junior and Youth Volunteer application: This form must be completed, signed by a parent or legal guardian volunteer who will accompany the youth and returned to the Animal Services Supervisor.

Waiver of liability: This form must be completed and returned to the Animal Services Supervisor. All lines need to be completed and signed by the volunteer.

Junior and Youth waiver of liability: This form must be completed, signed and notarized by a parent or legal guardian volunteer who will accompany the youth. The form must be on file at the Animal Adoption Center before volunteer service begins.

Volunteer service record: This form is the volunteer's time card. It is the volunteers responsibility to complete the sheet with the hours worked.

Youth Volunteer checklist: This form will be utilized by Animal Services personnel, to make a determination regarding a youth volunteer's eligibility to walk and socialize dogs in excess of the twelve (12) month and 20 lb. limitation.



Volunteer Application City of Rockwall Animal Adoption Center

Name:	Date:	
Parents name if minor:		
Date of Birth:	Soc. Sec. No:	
Home Address:		
City:	State:	Zip:
Mailing Address (if different):		
City:	State:	Zip:
Email:	Fax:	
Primary Phone:	Secondary Phone:	
Best time to contact you:		
Driver's License Number:		
State:	Expiration:	
Name of Emergency Contact:	Phone:	
Skills/Education/Training:		
Languages, other than English, in which you are fluent:		

Select ALL categories of interest to you.

- Greeter / front desk work
- Paper work and/or data entry
- Kennel Attendant – feeding and cleaning
- Grooming / Bathing
- Special Event assistant
- Off-site adoption events assistant
- Education assistant

Length of time you would like to volunteer:

- One Time 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 Rockwall
- I understand that any conduct or pattern of conduct that would tend to disrupt, diminish or otherwise jeopardize public trust in the City of Rockwall will result in dismissal.
- CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOG/ CAT REGISTRATION INFORMATION. I understand that Information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control services or animal registration services for the governmental entity for purposes related to the protection of public health and safety.
- I understand that my volunteer assignment with the City of Rockwall may be terminated at any time.
- I understand that depending upon the nature of the volunteer assignment, the City of Rockwall 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 Rockwall. *I hereby consent to the City of Rockwall 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 Rockwall, 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 further considered for employment or 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 Rockwall Animal Services Department

1825 Airport Road, Rockwall, Texas 75087.



**Junior and Youth Volunteer Application
City of Rockwall Animal Adoption Center**

Name:	Date:	
Name of adult volunteer you will be accompanied by:		
Date of Birth:	Age:	Soc. Sec. No:
Home Address:		
City:	State:	Zip:
Email:		
Primary Phone:	Secondary Phone:	
Best time to contact you:		
Name of Emergency Contact:	Phone:	
Skills/Education/Training:		
Languages, other than English, in which you are fluent:		

Select ALL categories of interest to you.

- Greeter / front desk work
- Paper work and/or data entry
- Kennel Attendant – feeding and cleaning
- Grooming / Bathing
- Special Event assistant
- Off-site adoption events assistant
- Education assistant

Length of time you would like to volunteer:

- One Time Short Term On-Going

Hours available per week: _____

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 Rockwall
- I understand that any conduct or pattern of conduct that would tend to disrupt, diminish or otherwise jeopardize public trust in the City of Rockwall will result in dismissal.
- CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOG/ CAT REGISTRATION INFORMATION. I understand that Information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control services or animal registration services for the governmental entity for purposes related to the protection of public health and safety.
- I understand that my volunteer assignment with the City of Rockwall may be terminated at any time.
- 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 of accompanying adult volunteer:
Full Name (please print):
Date:

**Please return form to City of Rockwall Animal Services Department
1825 Airport Road, Rockwall, Texas 75087.**



**ROCKWALL ANIMAL ADOPTION CENTER
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 Rockwall Animal Adoption Center, and in doing so, agree to comply with all the rules and regulations established by the City of Rockwall, 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 Rockwall Animal Adoption Center to the public in an 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 Rockwall, 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 Rockwall 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 Rockwall, 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 Rockwall Animal Adoption Center. On behalf of myself, my heirs, personal representatives, and executors, I hereby allow the City of Rockwall to use any photographs taken of me for use in public relation efforts.

Signature of Volunteer



**ROCKWALL ANIMAL ADOPTION CENTER
VOLUNTEER PROGRAM
AGREEMENT OF WAIVER OF LIABILITY
FOR JUNIOR, YOUTH AND APPLICANTS UNDER 18 YEARS OF AGE**

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

I, _____, give my permission for my child, _____ who is under eighteen (18) years of age, to participate in the City of Rockwall Animal Adoption Center Volunteer Program. As legal 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 Rockwall Animal Adoption Center 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 Rockwall, its agent, servants, and employees from all claims, causes of action, or demands, of any nature of cause, including costs and attorneys fees incurred by the City of Rockwall 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 Rockwall, 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/Legal Guardian



ROCKWALL ANIMAL ADOPTION CENTER 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., Animal Services personnel 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

Print name and Signature of Parent / Legal Guardian

Signature of Animal Services personnel

Date

Notes:

