



WELCOME!

We are glad that you chose us!

Welcome to the Saginaw Animal Services Volunteer program. Being a volunteer is rewarding, educational, exciting, and fun. You can have a huge impact on the lives of the animals in our shelter, and there's something amazing about watching a homeless animal that you've cared for find a perfect home.

Our volunteers and community service members play an extremely important and supportive role to our shelter. Because of you, our dogs and cats can be cared for and cleaned efficiently, played with and socialized daily, dogs can learn basic obedience to help them find great homes, and so much more.

This manual has been prepared for you as a reference guide. It contains information regarding our policies and procedures as well as tools for dealing with the public. Please read it carefully so you will be well equipped to provide quality care for the animals in our facility.

At Saginaw Animal Services, you can make a HUGE impact on the lives of our animals!

You can help by

- Teaching basic obedience
- Keeping the kennels clean in order to prevent disease
- Socializing them and helping get exercise
- Showcasing pets at events

Whether you are here to volunteer or work off community service hours, we are glad you chose us and so are our pets! Community Service, please keep in mind that when your hours are complete, you can become a volunteer!

About us

We are the municipal animal services center for the City of Saginaw. Our facility houses stray and homeless animals found in or surrendered from the City of Saginaw. Other animals which may be in the shelter include quarantine animals and animals which are part of an ongoing investigation. As a volunteer, you will only work with dogs and cats which are available for adoption.

Our center provides a safe place for stray, homeless, cruelly treated, and other animals within the city. As the City Animal Center, we are open access, which means that we will accept any animal which comes in from the City of Saginaw. Our two Animal Services Officers enforce Animal Laws and Ordinances in the city, and all of our center staff works to educate owners and increase awareness regarding sterilization and other responsible pet ownership practices.

Animal Intake

When Animals Come into our shelter there are 5 steps that are immediately taken:

1. **Quick physical check of the animal** - checking teeth to get an age estimate, check for fleas, ticks, and injuries
2. **Scanned for a microchip** - if there is no chip we hold for 72 hours. If there is a chip we will hold the animal for 7 days
3. **Photo is taken** - uploaded to our Facebook page, city website, and onto the kennel card
4. **Animal is vaccinated** - we only vaccinate dogs for Distemper/Parvo and Bordetella. They also get a dewormer
5. **Kennel card is made** - this contains information on the animal--- where he was picked up, estimated age, gender, available date, etc.

Dogs and cats come into the shelter for a variety of reasons:

- Stray animals picked up by officers
- Stray animals brought in by citizens
- Animals surrendered by their owners
- Animals involved in a bite or attack
- Animals on a courtesy hold
- Animals which are part of an investigation
- Wildlife
- Deceased animals

Housing

Our animals are held in 3 separate locations at our location:

Adoptable

These dogs have either been held the 72 hour minimum stray hold or were surrendered by their owners. These dogs will all have kennel cards as well and are able to be walked.

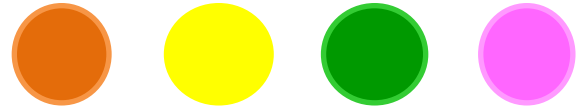
Quarantine

This area is located in the back of the shelter and holds dogs that are on "stray hold", under rabies quarantine, part of an ongoing investigation, are aggressive, or pregnant/ nursing mothers. **These animals are not available for walks, baths, or to be petted.**

Cattery


Stray domestic and Adoptable cats are held in here. **Stray cats will have a lock on their cage and should not be touched by volunteers or the public.** Every animal will have a kennel cards attached to their cage, a litter box, food, water, newspaper lined cage, and a blanket.

Volunteer Color Ladder



We want you to be the best volunteer and pet owner you can be!

In order to help you become the best volunteer possible, we have a Color Ladder that we will begin using with all volunteers. Every color has a limited amount of duties that you are allowed to do. Once you have become proficient in every job under that color level you will be able to move to the next color! The best way to add colors quickly is to be consistent with volunteering, work closely with the staff so that you learn the best way to do things, and be sure to ask questions.


 **First things First! Under the orange level, you will begin helping by preventing disease from being spread throughout the shelter. You will work very closely with the staff at this level.**

Duties are to include:

- Scooping, rinsing, and disinfecting kennels (with the staff moving the animals for you)
- Feeding the dogs
- Doing Laundry
- Cleaning Cat cages
- Picking up Dog bowls
- Cleaning unassisted

 **Fun things Next! At yellow level, you are now able to begin helping get animals into their Furever Homes!**

- Cleaning Dog Kennels
- Bathing Dogs
- Socializing cats
- Walking Dogs
 - Temperament testing
 - When walking dogs be sure to keep them away from each other.
 - Do Not allow dogs to interact in any way unless staff has confirmed that they are buddies
 - Always initial next to the correct cage number when taking a dog outside for a walk. Erase your initials when the dog is back in his cage and secured.
 - Be sure to use our slip leads ONLY. The dogs are very capable of wiggling out of their collars and becoming strays again.
 - Make sure that you only walk dogs that you can control. Do not get a dog that is too large to handle.

 **At this level you have been with us long enough that we now know you are a super responsible individual!**

When we get invited to events, you can attend these and inform visitors about the shelter and our pets that are on site with you. We have a Volunteer Facebook page which you can now gain access to and post photos, videos, as well as respond to inquiries. At Saginaw Animal Services, you can assist with adoptions by answering the phones, assisting citizens, and showing adoptable animals to shelter visitors.

- Events
- Answer Phones
- "Shelter Showing"

 **You made it! Now, you can begin doing everything there is to do as a volunteer!**

- Foster (take puppies and kittens home that need to be raised away from the shelter or animals in need of medical attention that the staff cannot give)
- Help with the front desk (doing intakes, creating kennel cards, updating pictures, doing reminder calls)
- Train other volunteers

Volunteer Policies and Guidelines

Basic Info

- We have a limited number of volunteer spaces available, and work to keep those spaces filled. So that we can educate you the best way possible, there are only 3 people per dot color allowed to volunteer at once. Volunteers must be at least 10 years old, and anyone under 17 years old must be accompanied by an adult.
- Volunteers are asked to strive for at least 8 hours per month for at least 6 months. If you go longer than 60 days without volunteering, we will ask that you re-apply for volunteer status and attend another orientation. If you are vacationing, or otherwise have a special circumstance, get with the Volunteer Coordinator.
- Call at least 48 hours prior to volunteering so that we can place you on the volunteer schedule. When you arrive at the shelter (in your volunteer shirt), please check-in with someone up front in order to sign-in as well as pick up your badge. You can do any duties that are included in your dot color. When you are done volunteering for the day; turn in your badge and sign out.
- Our volunteer hours are:
 - Monday – Thursday from 7:30 a.m. – 5:00 p.m.
 - Friday from 7:30 a.m. – 11:00 a.m.
 - Saturday from 8:00 a.m. – 2:00 p.m.

NOTE: Anyone seen sitting around and playing on their phones will be asked to leave.

Dress Code

You will be provided with a Volunteer T-Shirt that should be worn while volunteering. You must wear long pants (we suggest that you wear jeans) and non-slip rubber soled shoes are recommended if you will be working with the animals. You must wear close-toed shoes and clothes that fit appropriately. Keep in mind that you may get dirty, so dress for comfort and durability. If your dress attire is not within guidelines you will not be allowed to volunteer. This is for your safety.

Conduct

As a volunteer you help represent the City of Saginaw Shelter when you are here, and it is important to remember that you are helping to create a positive image for animal welfare organizations everywhere. Remember, we rely on you to support our shelter at all times. When at our facility, you must always be polite, courteous, and helpful.

- **Do not yell or scream** when working around the dogs. This can cause them to panic and begin to make them very anxious.
- When in the yard, **do not run**. Some animals may not see this as playing and may see you as prey or an animal to herd. This could result in serious injury.
- **We will not tolerate any abuse** to the animals. This includes but is not limited to Kicking, pushing, hitting, and throwing. If this action is observed, you will be immediately removed from the volunteer program. We maintain a workplace that is free from discrimination and harassment, as well as one that promotes teamwork and a positive atmosphere. Remember that your conduct should always be in line with those goals. Inappropriate conduct may result in revocation of volunteer status.
- At Saginaw Animal Services, we have **ZERO TOLERANCE** for harassment, disrespect, and bullying.
 - Although you may not agree with what other people do or say, always respect other people's opinions.

- When using the Social Media to comment on our shelter page, be respectful with your comments. Negative words about our staff or other organizations will result in immediate revocation of your volunteer status.

Confidentiality

Some volunteers may choose to help with certain administrative tasks, should there be extra tasks available. Please remember: any information pertaining to Animal Shelter records which you may become privileged to (such as names, addresses, or phone numbers) as a result of your volunteer assistance is confidential and may not be shared with others. This also includes active cases such as neglect, dangerous animals etc. that our Officers are working on.

Safety

We strive to prevent injuries by ensuring that volunteers only work with friendly, adoptable animals. However, injuries can occur when working with any animal. We ask that you understand that risk, and complete a liability waiver before beginning to volunteer.

- When working at the shelter, remember that you will be around chemicals, animals and their body fluids.
- **Please do not wear shorts or capris.** Animals can jump up and scratch you. This will also create a barrier between you and parasites such as fleas and ticks.
- **Closed toe shoes** will allow you to be able to move freely about the shelter as well as protect you from injury.

Watch for signs from animals that may not want to be touched or played with. Touching a pet that does not want to be in contact with you could result in serious injury. Keep in mind that scared animals will definitely bite just as quickly as aggressive ones.

If an injury occurs, it **MUST** be reported to a staff member immediately. Any time a dog or cat bites or scratches and breaks the skin, the law (Texas Health and Safety) requires that the animal be quarantined for ten days to ensure that it is healthy and posed no rabies threat to the victim.

- **If you are bitten or scratched:**
 - **Alert a staff member IMMEDIATELY.**
 - **Wash the site with soap and water.**
 - **Apply an ointment and Band-Aid.**
 - **Consult your physician and get a tetanus shot if necessary.**

Safety Tips

- Always make sure you have control of the animal that you are choosing to work with. Do not allow your animal to approach or be approached by any other animal, unless you have spoken with a staff member and verified that the animals get along.
- Never drag or shove a dog or cat. A frightened dog can and may bite. If you need help getting a dog or cat in or out of a kennel, always ask for help.
- Always make sure to latch all kennel doors securely, so that no animal escapes the cage or kennel unexpectedly. If you notice any broken equipment or latches, please tell a staff member!

- Watch animals closely; they use body language to communicate with people. A fearful dog or cat will display several signs to try to let you know that they are uncomfortable, and you should always respect their space. Sometimes, an otherwise friendly dog or cat may become afraid for seemingly unexplained reasons. It could have to do with other animals, or even something as simple as a hat.

Disease and Prevention

In a shelter environment, new dogs and new cats come in and may bring new diseases with them, or an animal that is already here may get sick. Kennels are stressful on animals, which lowers their natural immunities.

When you have your tour of the facility, a staff member will outline how to keep from spreading diseases and what to watch for. Do not ever be afraid to ask a question if you see something you're unsure of. Please ask questions!

Sometimes, new animals may come in with a disease that is not immediately obvious. This is a big part of why non-adoptable animals are off limits to volunteers until they've passed their stray hold. If you help to clean kennels, you may come into close contact with a new animal. If you see any of the following symptoms in any of our animals, notify a staff member immediately.

- Diarrhea
- Vomiting
- Ocular (eye) discharge
- Nasal discharge
- Sneezing or coughing
- Lethargy (loss of energy)
- Dehydration
- Abnormal movement or muscle control
- Excessive salivation
- Blood, or any injury

Remember, the biggest transmitter of diseases in the shelter is people. Always wash your hands and/or use sanitizer on your hands in between handling each animal. If an animal is sneezing, coughing, vomiting, or has diarrhea, never touch that animal. Let a staff member know immediately!

Volunteer Guide

Cleaning Kennels in the Morning

Cleaning kennels can be dirty business! The number of people who can reasonably help with cleaning cat and dog kennels is limited, and this task requires on-the-job training. For that reason, please get with a staff member after this program (or in the future) if you're interested in kennel cleaning. Most often, this type of volunteer work is reserved for community service hours and work programs.

Walking Dogs

Volunteers are able to take dogs out for walks down Brenda Lane. This is a higher responsibility task, as a loose dog could be a danger to themselves and other dogs. Dog walkers must adhere to the following guidelines:

- Please be in full control of your dog at all times. If the dog is too big or rough, know your limits and choose a smaller or gentler dog.
- Use a harness or a slip leash while walking dogs. A harness provides full body support for the dog, and a slip leash ensures that the dog won't slip out of a loose collar.
- Use our "Say Please" guidelines to help teach good manners in dogs that you walk. Do your best to avoid allowing a dog to "walk you"- this behavior is negative, and may make adoptions more difficult.
- Do not allow your dog to socialize with other dogs while walking unless a staff member has confirmed that you can do so. Not all of our dogs get along with others! Dog body language can be subtle, and fights can happen suddenly, so it's important to not try to introduce two dogs without a staff member. Be respectful of other dog walkers and keep your distance.
- Watch for traffic! Brenda Ln is the main road to the shelter and public works building.
- Pick up doggy messes! Bring a doggy bag or be prepared to go back with a poop scoop to clean up after any dog that you walk. This helps to minimize the potential for diseases to be spread, and helps to keep our property clean for other volunteers and visitors!
- Secure your dog back in his/her kennel when you've finished your walk, and be careful to check that both kennel doors are latched.
- If you are using a shelter leash, please put them back where they belong for the next person. If the leash is very dirty, add it to the laundry for a wash.

Socializing Dogs

Volunteers may take dogs out into our play yards for some one-on-one time. Fetch, Frisbee, whatever you'd like! The following rules apply for Socializing Dogs:

- Know your limits! If you are not comfortable with larger or rougher dogs, or if you have young children, choose smaller and gentler dogs to pull into the play yards. Remember, bites and scratches can be accidental, but still require quarantine time. Our goal is to avoid that scenario!
- If you notice any sniffing or runny mess in the cage, leave the dog in its kennel and get a staff member!

- Check the dog's kennel card for any notes such as "Jumps the Fence". Do not leave escape artists unattended in the yard for any length of time!
- Use a slip leash to move the dogs back and forth from the play yard to the kennel. A dog should never be off leash outside of a kennel or the yard!
- Do not allow two dogs out in the same play pen at one time, unless the dogs were already in a kennel together or you have permission from a staff member.
- Pick up doggy messes in between each dog! Once you've put one dog away, grab a poop scoop and clean up the yard before allowing any other dogs out or signing out. This prevents potential disease spread, and keeps our yards clean for other visitors and volunteers.
- If you notice trash or bits of toy fluff in the yard, please pick it up!
- Don't allow a visitor into the yard with you unless you have permission from a staff member. If someone would like to visit with an available dog, grab a staff member to help out.
- Make sure that there is clean water available in the yards.

Socializing Cats

Our cats crave attention too! For those looking for a more calm and gentle socialization opportunity, cats may be the way to go. Available cats can be allowed out in the cattery to play and get some attention. The following guidelines apply:

- Make sure your cat is available for adoption indicated on kennel card.
- Do not allow more than one cat out at a time, unless they are already together in the same kennel.
- Make sure all doors to the cattery are firmly closed, and be prepared for visitors to enter the cattery any time.
- Remember that some cats do not like other cats, and may hiss upon seeing another cat. Be cautious handling these fussy fur-balls. If you are uncomfortable, don't risk it!
- There are brushes and other grooming items available in the Poodle Parlor. Please feel welcome to use these items!
- Do not leave cats loose and unattended for any length of time in the cattery.
- When putting your cat back in its kennel, ensure that the kennel doors are firmly shut.

Fosters

Foster parents provide temporary homes for animals that are too young to adopt out. These may be a momma dog or cat with a new litter, or orphaned puppies or kittens needing to be bottle fed. The following guidelines must be met to be approved for foster:

- Foster parents must be residents of the City of Saginaw, and in current compliance with their own pets. This means that their current pets must be vaccinated against rabies, and registered with the city.
- Foster parents must not exceed the animal limit by accepting the foster pet. This means that at no time can a foster home have more than 5 total adult animals (either 3 adult dogs and 2 adult cats, or 2 adult dogs and 3 adult cats).

- Foster parents wishing to bottle feed must either have bottle feeding experience, or must go over bottle feeding instruction and guidelines with a staff member. If at any point the animal does not seem to be doing well, the shelter should be immediately contacted! Bottle feeding requires commitment, and is not for everyone.

How Adoptions Work

- Saginaw Animal Services strives to place all adoptable animals into long term, permanent homes. Healthy, friendly dogs and cats are placed for adoption once they have completed all holds.
- The adoption fee at our shelter is \$30.00 or \$20.00 if the animal was previously microchipped. After adoption, all dogs and cats get a microchip before they leave our shelter. Adopters are required to spay or neuter their new pet 30 days after adoption, and to have their new pet vaccinated against rabies 5 business days after adoption.
- We also require certain breeds to be sterilized and rabies vaccinated before the adopter can take the animal home. Breeds that apply are Bully Breeds, Rottweilers, German Shepherds, Huskies, Dobermans, etc. This list could change under shelter staff's discretions. If a citizen adopts any of these breeds the fee is \$100.00, which covers sterilization, rabies vaccination, and adoption fee. The veterinary appointment will then be scheduled through TCAP and the adopter can either pick up their new pet from TCAP or our facility.
- In general, if a citizen approaches you with questions about an animal, you should redirect them to a staff member. This way we can make sure that their questions are fully answered with all of the most current information we have on the animal.
- Please do not pull an animal out to visit with a citizen. Unless you have been given express permission to do so, a staff member should be involved in citizen-to-animal meet and greets. You may be able to assist in the meet and greet, so please don't feel shy to ask a staff member if you can help out.



City of Saginaw Animal Shelter

Volunteer Code of Conduct

Volunteers are a vital part of shelters everywhere. We are excited that you chose to dedicate your time and skills to the animals in our facility!

As a volunteer for the City of Saginaw Animal Shelter, your conduct and interaction with staff, other volunteers, and the public is expected to be professional and courteous at all times. By volunteering, you are making a commitment to our organization and the animals in our care.

As a Saginaw Animal Shelter Volunteer, I pledge to create an environment that promotes word-of-mouth recommendations, and inspires people to support our shelter. I understand that I will be expected to act in accordance with these codes of conduct to maintain a positive environment for everyone involved. I will:

Be Respectful

- Respect others' thoughts and feelings, even though I may not agree with them.
- Show courtesy, sensitivity, consideration, and compassion for people and animals.
- Recognize the authority of staff members in order to ensure safety.
- Recognize that speaking ill of any shelter or rescue organization, including speculation about their policies and practices, has negative impacts on the animals in their care and cannot be condoned.

Be Safe

- Make safety a top priority.
- Follow the policies and procedures. Be prepared for and willing to learn new policies as they are adopted to better meet shelter and animal needs.
- Use equipment and supplies as they are intended.
- Promptly report any injury to staff: all bites and scratches should be reported to staff even if the skin is not broken.

Ensure Quality Performance

- Perform all tasks to the best of my ability and clean up after myself.
- Ask for help when needed.
- Recognize that training is essential to maintain safe shelter practices.
- Adhere to policies, procedures, and staff requests.

Have Self-Discipline

- Recognize my limitations, and those of others.
- Set boundaries for myself: know when an animal or activity may be more than I am ready to handle. This is for the safety of myself, the animals, and other people.

Communicate Effectively

- Use tact and sensitivity when addressing concerns.
- Listen carefully when being asked for help or given instruction.
- Learn and use objective terms to describe observations about the animals.

Promote Human and Animal Welfare

- Understand and value my role in the organization's mission, and the roles of others.
- Promote a positive, friendly environment at the shelter and at off-site events.
- Show respect and compassion for all people and animals.

From the staff:

It is our pledge to you, our volunteers, that we will make the shelter a safe, comfortable, and friendly place to work. In order to uphold that pledge, we have a zero-tolerance policy for bullying in the workplace. Volunteers are asked to come to the staff if they feel this policy is being violated in any way.

A short word about Euthanasia...

Our shelter does deal with euthanasia. Our volunteers are not expected or allowed to be involved in euthanasia at any level. We understand that volunteers may have questions, but any decisions made are done by licensed staff. If you do have a question, please get with a staff member privately.

Please remember to be courteous and respectful in your inquiries. Lack of tact regarding this issue will not be tolerated.

I have received, read, understand, and agree to abide by this Code of Conduct. I understand that failure to comply with any of the above may result in revocation of my volunteer status.

Name (please print)

Date

Signature



Release of Liability for
Volunteer Program at the
City of Saginaw Animal Services

State of Texas
County of Tarrant

I, the undersigned volunteer, acknowledge that I am at least (18) years of age and do hereby agree to follow all of the rules, policies, and procedures of the City of Saginaw while volunteering at the City's Animal Services Facility. In consideration of being allowed to participate as a volunteer in the City's Animal Services Program, I assume all of the risks of personal injury to myself and of property damage to my property.

I hereby assume all responsibility and risk of participating in the City of Saginaw's Animal Services Program and agree to hold harmless and release the City of Saginaw, its officers, agents, and employees, from any and all claims or suits for property damage or loss, or personal injury, including death, sustained by me in connection with my services, whether or not such damages or injuries are caused directly or indirectly, in whole or in part, by the condition or behavior of any animal or by the negligence, gross negligence, or intentional conduct of the officers, agents or employees of the City of Saginaw. Furthermore, I hereby assume all responsibility and agree to indemnify, hold harmless and defend the City of Saginaw, its officers, agents and employees from any and all claims or suits, for property loss or damage and/or personal injury, including death, sustained by others by reason of my participation in the City's Animal Services Program.

I further understand and agree that as a volunteer, I am not an officer, agent, or employee of the City of Saginaw, and that my service in such activity shall not be construed or interpreted as such, and that the doctrine of respondent superior shall not apply between the City of Saginaw and me.

I certify that I have read this release thoroughly and that I understand its terms and conditions and that I make this release and waiver voluntarily and have not relied upon any representations made by the City of Saginaw, its officers, agents, employees or volunteers. I further certify that I understand that in making this waiver of liability I am making a decision of substantial significance and I am willing to assume such risks.

DO NOT SIGN UNTIL YOU HAVE READ AND UNDERSTOOD THE CONTENTS OF THIS DOCUMENT. UPON SIGNING, YOU SIGNIFY THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO ALL TERMS CONTAINED HEREIN.

Name (Printed)		Date of Agreement	
Driver's License or ID Number	State	Expiration	Date of Birth
Address	City	State	Zip
Primary Phone Number	Emergency Contact Name	Emergency Contact Phone Number	
E-mail			
Signature		Witness (Printed Name)	