



HANOVER COUNTY ANIMAL CONTROL



VOLUNTEER MANUAL

Guidelines and Information for Volunteers Supporting
Animal Control Operations and Special Projects

HANOVER COUNTY ANIMAL CONTROL
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Hanover: People, Tradition and Spirit

Welcome to the Hanover County Animal Control Volunteer Program:

Hanover County Animal Control recognizes the importance of volunteers dedicated to the care and placement of unwanted animals within the community. Thank you for your interest in serving as a volunteer.

Participation in the Hanover County Animal Control Volunteer Program supports Animal Control in the operation of the Pound facility and the ultimate goal of humane treatment and adoption of animals.

**Hanover County Animal Control
Mission Statement:**

To serve and protect the public and to promote a safer community
through responsible animal ownership and humane care.

Hours

Public and Volunteer Hours:

9:00 AM to 4:30 PM (Monday, Tuesday, Thursday, Friday)

9:00 AM to 6:00 PM (Wednesday)

10:00 AM to 3:30 PM (Saturday)

Rabies Clinics and other events as scheduled

Closed on all Hanover County Holidays



Hanover County Mission Statement

The mission of Hanover government is to provide a quality of life that is defined, encouraged and supported by the community itself,

- Where government focuses efficiently and effectively on the general well-being, education and safety of the people, and
- Where service delivery is based on sound financial practices, and
- Where growth is managed in creative and innovative ways.

Hanover County Value Statements

- Commitment to Hanover Vision and Mission
- Open and responsive leadership that promotes trust
- Effective and compassionate government focused on citizen needs
- Accountability for results, actions and outcomes
- Mutual respect that fosters civility
- Encouragement of pride, dedication and integrity
- Foster an environment that encourages citizen participation in their government and community

Volunteer Opportunities

Hanover County Animal Control is committed to effectively utilizing volunteer resources, including appropriate training and supervision, to promote the Department's goals and objectives.

The following volunteer opportunities are generally available:

Aide to assist visitors at the Pound facility by providing information and assisting with animal care. (Required pre-service training: 8 hours)

Administrative Office Support to provide clerical support which may include filing, typing and helping with other office needs, contacting resources to update information and assisting with media releases. (Required training: 8 hours)

Adoption Counselor to increase the number and quality of adoptions by helping people to find the right pet. Volunteers explain adoption procedures; help adopters with getting animals to the viewing rooms and answer questions. (Required training: 20 hours)

Adoption and Placement Coordinator to assist in the selection of animals to be considered for placement into new individual homes, specific breed groups, foster care homes, or other placement agencies. Volunteer meets with Chief of Animal Control and other animal care staff to select and prepare animals for placement. (Required training: animal handling and care, temperance testing and animal behavior training or documentation of previous experience and training)

Canine Exerciser to help caged pets obtain additional exercise, fresh air and human contact. (Required training: one dog obedience course plus additional in-house training)

Donation Coordinator to assist Hanover County Animal Control with donated goods from the public, which are used to maintain the quality of care at the Pound facility. The volunteer coordinates communication with volunteer groups to host drives to collect these supplies. A general wish list is provided on page 5. (Required training/experience: coordination of donated items and regarding the needs of animal care and control)

Education/Outreach Volunteer to assist at various sites throughout the County and at the Pound facility to educate citizens about animal care and welfare, pet over-population, rabies prevention, and other specific animal related topics. (Required training: 40 hours of training and at least one related classroom course)

Feline Helper to visit with the cats and kittens to help socialize, care, comfort, pet, brush, or simply provide some “lap time”. (Required training: feline behavior and handling training)

Foster Parents to provide a temporary home for very young, nursing or ill animals that are not ready to be placed for adoption. (Required training: 8 hours of training followed by an interview and in-home visit)

Groomer to bathe and brush the impounded animals to make them more comfortable and more attractive to adopters. (Required training: animal behavior training and instruction by a professional groomer)

Special Event Aide to perform various duties at events sponsored by Animal Control such as Rabies Clinics and pet adoption stands. (Required training: dependent on specific event)

Share-A-Pet Volunteer to take impounded animals to comfort the residents of nursing homes and long-term care facilities. Volunteers share pet stories while the residents interact with the pet. (Required training: 16 hours of training)

Wish List Items

Wish list items include:

- Canned dog and cat food
- Raw hides and other chew treats
- **Newspaper (Bundled)**
- Shredded Paper (bagged)
- **New or used collars and leashes**
- Grooming brushes and shampoo
- Towels, blankets and soft mats
- New and used carrying crates and kennels
- Cat litter
- Animal Beds
- Small Animal Cages (wire or glass)
- Doggie Comfort Sweaters
- Incubators
- Neonatal care items
- Formula for young Kittens and Puppies
- Large animal and livestock handling equipment

Volunteer Guidelines

Volunteer Management

1. To be considered for a volunteer position through Hanover County Animal Control, individuals must:
 - **Be 16 years of age, minimum;**
 - Complete and submit a Hanover County Animal Control Volunteer Application (see Attachment A);
 - Complete and submit the Hanover County Volunteer Data Form;
 - Participate in an interview conducted by the Chief of Animal Control;
 - Provide proper background information, including, but not limited to: previous experience with public service, driving record, and animal care experience;
 - Have his/her own dogs and cats, 4 months old or older, vaccinated against rabies;
 - Have a current license for his/her own dogs from Hanover County or the jurisdiction in which the volunteer lives;
 - Have no prior Animal Cruelty convictions;
 - Understand, accept and abide by the Guidelines for Availability of Animals for Adoption (Attachment B); and
 - Not have any conflict of interest with any activity or program of Hanover County Animal Control, whether personal, philosophical, or financial.
2. After the initial screening process (as outlined above), the Chief of Animal Control will approve or deny the volunteer application. If the application is approved the volunteer will be assigned a volunteer position and will be provided further orientation and training as outlined below.
3. In order to maintain a high quality volunteer program, the Chief of Animal Control has the discretion to deny a volunteer application. If the application is denied, the interested person will be provided the Hanover Volunteer Opportunities Directory and encouraged to seek an alternate volunteer position.
4. All volunteers will be provided an orientation.
5. All volunteers must satisfactorily complete the specific training requirements of the assigned volunteer position.
6. All volunteers will receive a copy of the volunteer manual and must complete the Volunteer Acknowledgement form, which is included as the last page of this document. The volunteer is responsible for understanding his/her duties, the information provided in the volunteer manual, and the general management of the Pound facility. If a volunteer does not understand this information, it is his/her responsibility to seek further instruction or clarification.

7. The Chief of Animal Control, or his designee, will provide proper supervision of all volunteers and is responsible for all volunteers at the Pound facility.
8. Volunteer evaluation will be completed on a regular basis in order to provide the volunteer feedback – positive and constructive – about his/her performance. Such an evaluation will be conducted by the paid employee most closely supervising the volunteer and will be provided in writing. In situations where corrective action may need to be taken, the volunteer will be given either a verbal or written warning. Any further actions may result in the suspension or dismissal of the volunteer depending on the severity of the circumstances.
9. Specific volunteer recognition activities will be provided to acknowledge the important of the volunteer role. All Hanover County Animal Control volunteers will be invited to the countywide Volunteer Appreciation Picnic, held in May of each year.
10. Possible grounds for dismissal may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients, animals, other volunteers or employees, failure to abide by the established volunteer guidelines, and failure to satisfactorily perform assigned duties.

Volunteer Conduct

11. Volunteers must dress appropriately for the conditions and performance of their duties. Volunteers will be provided an identification badge and are required to wear this ID badge along with the designated uniform. As representatives of Hanover County Animal Control, volunteers, like paid employees, are responsible for presenting a good image to the citizens and other community members who visit the Pound facility and therefore, must maintain a neat, clean appearance.
12. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve a paid employee, volunteer, client, or other person or involves the overall business of the Department.
13. All volunteers are responsible for completing a personal record of attendance (see Attachment C) and must sign in at the beginning of their shift and sign out at the end.
14. Volunteers will be assigned specific days and times for duties. Each volunteer will be responsible for his/her assigned shift. If the volunteer cannot serve at his/her designated time, he/she must notify Hanover County Animal Control as soon as possible. Failure to provide notification of an absence or tardiness may result in dismissal from the volunteer program.
15. Volunteers are not permitted to handle any animal unless previously approved by a Hanover County Animal Control paid staff person.

16. Comprehensive animal handling and care is limited to volunteers who have received the complete rabies pre-exposure treatment. After completing required training, any volunteer may handle or care for warm blooded species who have been impounded for at least ten (10) days not counting the day of impoundment.
17. Volunteers who have not received the pre-exposure rabies treatment will be permitted to only perform certain non-animal handling duties and provide care for animals with documented vaccinated .
18. Volunteers are prohibited from certain non-public areas unless accompanied by a paid employee of Animal Control.
19. Volunteers will not handle any animal outside the confines of the Pound facility without first requesting permission from a paid employee of Animal Control.
20. Volunteers are only permitted in the Hanover County Pound facility or on its grounds when open to the public or during special functions.
21. Because of space constraints, only two (2) volunteers will be assigned to work in the Pound facility during normal operating hours. An additional volunteer may also be present for training purposes only. Any requests to have volunteers exceeding this limit must be approved by the attending Pound Facility Supervisor prior to the assignment of extra volunteers.
22. In order to allow visitors priority in parking closest to the facility, volunteers will park in the spaces at the eastern end of the Pound facility parking area and paid employees will park at the opposite end.
23. Volunteers must comply with all requirements set forth by Hanover County Animal Control.

**HANOVER COUNTY
ANIMAL CONTROL**

Volunteer Application

Guidelines For Availability Of Animals For Placement

1. Only animals that have been previously tested for their temperament (Temperance Tested) and approved for placement by Hanover County Animal Control shall be made available for adoption. Test results will be posted on the animal's cage.
2. No animals involved with a possible rabies exposure case, livestock or poultry attack, or in the judgment of the Chief of Animal Control constitute a danger or threat to the public shall be made available for placement or adoption.
3. No animals impounded, as evidence for court in a possible criminal case shall be made available for placement or adoption until the court decision has been made.
4. No animals shall be made available for placement or adoption until full custody of that animal has been determined.
5. Depending on the given population and space limitations, dogs and cats should be held for a period of ten (D⁺0 - D⁺10) days to determine ownership. Health, welfare, and any other physical limitations may affect the length of holding period for each individual animal. However, Animal Control may hold animals more the ten (D⁺10) days given further information to determine possible ownership or placement into a new home or adoption agency. An additional period of at least twenty (D⁺20) days may be given to hold selected dogs and cats tested at a level one for temperament.
6. If, at the end of the holding period, the dog or cat has not been placed, Animal Control will attempt to place it into another facility including, but not limited to, specific breed placement, foster care home, share-a-pet program, or other animal placement agency.
7. All dogs and cats may be held for more than ten (D⁺10) days depending on the situation and adoptability of each individual animal and the availability of space. Every effort will be made to coordinate space limitations between Animal Control staff and the designated adoption and placement volunteers.
8. Animal Control will determine the limitations of space or other factors involving population limits within the Pound facility including other environmental factors, conditions of the animal, and any other circumstance that may effect the facility operations.
9. Animal Control will make every attempt to place or adopt as many safe, healthy, and compatible animals.

**HANOVER COUNTY
ANIMAL CONTROL
VOLUNTEER RECORD SHEET**

**Hanover County
Dept. of Community Resources
P.O. Box 470
Hanover, VA 23069
365-4300/365-4299 (fax)**

Website: www.co.hanover.va.us/commres/commres.htm

E-mail: volunteer@co.hanover.va.us

Volunteer Individual Record Sheet

In order to keep accurate records of volunteer job, hours, and mileage in the most productive manner possible; all volunteers must submit statistical data by the fifth working day of each month.

Month _____ 20____

Name _____

Agency and/or Program _____

DATE	VOLUNTEER JOB	HOURS	MILEAGE

Volunteer Acknowledgement

I have read, understand and agree to the volunteer guidelines set forth in the Hanover Animal Control Volunteer Manual. I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits. I agree to perform my volunteer duties to the best of my ability and to adhere to guidelines detailed in the Volunteer Manual. I further understand that my volunteer involvement may be terminated for reasons including, but not limited to, those outlined in the Volunteer Manual.

I recognize that working with animals places me at physical risk, and I agree to assume that risk. I realize that although Hanover County Animal Control has taken all reasonable measures to protect me, accidents and injuries may still occur. Therefore, I hereby completely release and entirely discharge Hanover County Animal Control from any and all claims and causes of action of negligence or gross negligence that I or another might have or bring relating to or arising from any injury or damage that I should sustain while assisting Hanover County Animal Control or in connection with my volunteer work for Hanover County Animal Control.

Volunteer Name (printed)

Signature

Date

Chief of Animal Control

Date

**** Once signed, this form will be copied. The copy will be returned to the volunteer to keep with his/her Volunteer Manual. The original will be maintained in the volunteer record on file at Animal Control.**