**Lewis-Upshur Animal Control Facility**

318 Mud Lick Road

Buckhannon, WV 26201

(304) 472-3865

**VOLUNTEER PROGRAM POLICIES AND PROCEDURES**

Approved and Adopted by the Upshur County Commission on October 30, 2014

Approved and Adopted by the Lewis County Commission on November 12, 2014

**GOALS OF THE VOLUNTEER PROGRAM:**

* To provide a formal framework of policies, procedures, and standards for the recruitment, training, evaluation, and recognition of the Lewis-Upshur Animal Control Facility (hereinafter referred to as the “Facility”)
* To provide orientation and training to volunteers to ensure that each person has adequate knowledge and skills to make positive experiences for our animals and volunteers alike.
* To provide volunteers a means to support the Facility and its animals through direct services (exercising dogs, socializing cats, cleaning and maintaining facility) or indirect services (fundraising, clerical work, etc.)

**VOLUNTEER ETHICS & RULES OF CONDUCT:**

* Show a genuine interest in the vision and mission of the Lewis-Upshur Animal Control Facility.
* Be present and on time for adoption event commitments.
* Respect the confidentiality of information.
* Take pride in your work. Maintain a neat and clean appearance. Your appearance and conduct reflect directly on the Facility.
* Working with animals is not always easy. Dealing with people and animals, at times, can cause strong emotional reactions. Regardless of what happens during the day, it is important that you do not express negative feelings and emotions to the public. What you do and say affects the public’s view of the Facility, so be courteous and empathetic at all times.
* If an unresolved problem develops, bring it to the attention of the Facility Supervisor.
* Demonstrate loyalty to the Facility programs, services and Staff. Do not discuss or challenge Facility polices when customers are present. If you have concerns, bring them up to the attention of the Facility Supervisor or County Commission/Administrator.

**VOLUNTEER GUIDELINES**

* Familiarize yourself with, and adhere to the Facilities policies.
* Familiarize yourself with the literature in the center so you can give appropriate information to the public if they have questions.
* Learn the jurisdictions over our center and other organizations facilities so you can correctly advise people as to where and how they should continue looking for their lost pet.
* Discuss behavior observations of the animal with the Facility Supervisor.
* Be empathetic to people and compassionate to animals.
* Report any signs of illness in an animal to a staff member or the Facility Supervisor.
* Wash your hands between handling each animal and use all required supplies to protect the animals against the spread of disease.
* Clean up after yourself, whether in the office, kennel or laundry room.
* Follow all Facility policies. Do not use your personal feelings as expertise when talking to the public.
* DON’T involve yourself with any business being handled by the Facility staff unless requested to do so.
* DON’T involve yourself in any decisions to euthanize an animal and do not openly question, criticize or post on any social media website the decisions made by the staff of the Facility to perform euthanasia on an animal.
* DON’T remove any animals from the premises without the express written permission of the Facility Supervisor.
* DON’T feed the animals unless you have specifically been assigned to do so.
* DON’T attempt to break up a dog or cat fight. Report the incident to the Supervisor of Animal Services.
* DON’T bring your children to the Facility without prior approval and express written consent of the Upshur County Commission, Upshur County Administrator and or Facility Supervisor.

**VOLUNTEER DUTIES:**

* We at the Lewis-Upshur Animal Control Facility value our volunteers and the effort put forth by our volunteers for the benefit and welfare of our “furry friends”. As a volunteer at the Lewis-Upshur Animal Control Facility, you will be asked to do various duties. The duties shall be provided to you during your scheduled shift by the Facility Supervisor of Animal Services. Those duties include, but are **not limited to the following**:
1. All duties as requested and assigned by the **Facility** **Supervisor and or staff**.
2. Cleaning. Cleaning may consist of emptying and sanitizing litter boxes, cat cages, dog kennels, both inside and out, or any other cleaning necessary for the Lewis-Upshur Animal Control Facility.
3. Exercising and walking the dogs.
4. Socializing cats.
5. Laundry.
6. Unloading of supplies.
7. Bathing and/or brushing dogs and/or cats.
8. Assisting with vaccinations and weighing of animals.

**TERMINATION:**

Occasionally, a situation or circumstances may arise that requires the reprimand of a volunteer or dismissal or termination of a volunteer from the Facility. The Facility Supervisor will determine the type of discipline necessary based on the circumstance. Disciplinary action documentation must be submitted to the Upshur County Commission.

REASONS FOR DISMISSAL MAY INCLUDE **BUT ARE NOT LIMITED TO:**

* Inhumane treatment of animals.
* Failing to adhere to Lewis-Upshur Animal Control Facility Volunteer Program Policies and Procedures.
* Insubordination.
* Intoxication or using intoxicating beverages on duty.
* Possession or use of drugs/narcotics on duty.
* Any defacing of Lewis-Upshur Animal Control property.
* Failing to follow the chain of command.
* Disclosing confidential information.
* Theft of Lewis-Upshur Animal Services property or animals.
* Failure to maintain harmonious relationship with staff/volunteers/public.
* Providing false information about the Lewis-Upshur Animal Control Facility or any employee to a member of the public or media.
* Negligence or willful misconduct causing personal injury, harm to an animal or property damage.

In summary, it is our hope that your volunteer efforts will be enjoyable and rewarding for you, the animals, and the volunteers and staff you work with. Please discuss any concerns you may have with the Facility Supervisor. It is important that we resolve problems that arise so that we can work together effectively as a team.

 I have read the above referenced guidelines and agree to abide by them.

Signed this \_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_.

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Volunteer Applicant Jan Cochran,

 LUACF Supervisor