

Athens-Clarke County Animal Services Volunteer and Community Programs Guide

Welcome to the ACCAS Volunteer and Community Programs Team!!! Thank you for giving us your time and dedication. We know your time is valuable, and it is most certainly appreciated. We certainly couldn't do what we do without you! Here's a step by step guide to help get you in the know at ACCAS.

ACC Animal Services Department Purpose Statement

We are Athens-Clarke County Animal Services, an open admission shelter and compassionate team of animal welfare professionals. Through our Field Services, we aim to protect community members and neglected animals by enforcing laws and educating the public. Through our Adoption Center, we provide quality care and seek positive outcomes for all animals that come through our doors. We are a resource for our community and work to keep people and their pets together where possible.

Volunteers and Community Program Participants

Help Us Serve Our Purpose!

Volunteers are a valued and critical part of the ACCAS Department. Adoption Center Volunteers provide much needed socialization for our adoptable pets, and help us with a variety of needs.

Those who volunteer their time through any of our Community Programs are helping us to provide more positive outcomes for the pets in our care by engaging the public in our mission, by participating in outcome-driven programming, by advocating for our pets in the community, and by sharing the ways in which we are a resource for pets and people. We hope that as a volunteer involved with us, in any capacity, that you will experience the rewards of being a part of this organization.

Thank you for supporting us and joining our team!

Important Information about ACCAS:

Athens-Clarke County Animal Services is a Department of the Unified Government of Athens-Clarke County. ACCAS is an open admission animal shelter accessible to all pets found within the boundaries of Athens-Clarke County or brought to the shelter by residents of Athens-Clarke County. **Open admission** animal shelters accept all pets that arrive at their doors regardless of age, health, color, breed, temperament, “adoptability,” available space, or resources.

We also serve the community of Athens-Clarke County in a variety of other ways. We:

- Enforce Animal Control ordinances;
- Protect the public from at-large, dangerous, sick, or injured animals;
- Investigate allegations of abuse or neglect;
- House animals while they await reclaim, adoption, or rescue;
- Make humane, and sometimes hard, decisions about the care and placement of the animals; and
- Serve as an adoption center for companion animals.

ACCAS Hours of Operation:

The Athens-Clarke County Animal Services Adoption Center is open to the public from 11am-5pm every day except Wednesdays, when we operate by appointment only. ACCAS is CLOSED on holidays.

Morning Cleaning Volunteers are welcome daily before the shelter opens to the public from 9-11am.

Other volunteers are welcome daily from 11am-5pm.

During the COVID-19 pandemic we are operating on an appointment only basis, every day of the week. This schedule applies for all intakes, outcomes, rescues, volunteers, and fosters.

ACCAS Department Staff and Contact Info:

- ACC Animal Services Main Line: (706) 613-3540
- Kristall Barber, Director: Kristall.barber@accgov.com : (706) 613-3540 xt 7792
- Nicollette Watkins, Adoption Center Supervisor: Nicollette.watkins@accgov.com : (706) 613-3540 xt 7792. Supervises the Animal Caretaker Staff and the Adoption Center.
- Michelle Carrigg, Field Services Supervisor: michelle.carrigg@accgov.com : (706) 613-3540 xt 7783. Supervises the Animal Services Officers and the Field Services.

- Selah Gardiner, Volunteer Coordinator: Selah.gardiner@accgov.com : (706) 613-3540 xt 7786. Manages the Volunteer and Foster Programs.

ACCAS Programs and Descriptions:

- ***Adoption Program: We ARE an Adoption Center!*** As the municipal shelter for Athens-Clarke County, we house pets awaiting reclaim, rescue, and adoption. All stray animals must wait out a 5-day stray hold in the shelter in hopes that they will be reclaimed by their owners. After their stray hold expires, and they are cleared by the shelter staff, they are made available for adoption.
- ***Foster Program:*** We love our Fosters! ACCAS uses our foster program for a variety of reasons. While volunteers can certainly become fosters and fosters can certainly become volunteers, they are two different programs that operate independent of the other. Dogs and cats that are eligible and need a foster home are typically those that have a special need of some sort. All pets eligible for foster should be altered before leaving, unless the reason is age or medical.
 - Pregnant or nursing mothers with kittens/puppies
 - Kittens or puppies under 8 weeks old without a mother
 - Cats/kittens or dogs/puppies with medical needs. For example: Heartworm positive dogs, cats with URI, etc.
 - Cats/kittens or dogs/puppies that need more socialization
 - Cats or dogs that need a break from the shelter (typically small dogs are not placed into foster due to their ability to get adopted/rescued right away)

In order to foster a pet, you must first go online to our ACCAS website and fill out the foster application, which also requires a short uploaded video of your home. This application is emailed directly to the Volunteer Coordinator who will follow up with more information on how to get matched with a foster pet.

‘Couch Crashers’ Weekend Foster Program: Due to the overwhelming response of our community to participate in the ‘Foster Over the 4th’ initiative, we have created a monthly weekend foster program for dogs and cats that need a break from the shelter. We provide these temporary fosters with all the needed supplies and they provide the TLC. It also is a great chance for us to gain more information on the animal they are taking to foster. Look for the dates on our

website and other social media platforms. In order to foster a pet for the weekend, you must first go online to our ACCAS website and fill out the foster application, which also requires a short uploaded video of your home. This application is emailed directly to the Volunteer Coordinator who will follow up with more information on how to get matched with a foster pet.

- ***Pet Food Pantry Program:*** We have a collection of food that is donated by the public available to families in need. Because we feed a very specific food to our shelter pets any donated food goes into our pantry. It is available on a first come, first served basis, and we only have what had been donated available. Anyone can donate pet food to this program, whether in person or shipped to us via an online retailer. What we have in our pet food pantry is available to anyone that resides in Athens-Clarke County. We do require that a valid ID be provided in order to be a recipient of this service.
- ***Wait Until 8 ® Program:*** This is a program where citizens who find a stray orphaned kitten(s) or a mom with kittens can keep them at their home as a “Finder”. We will supply a starter kit of supplies to the Finder. Once the kitten(s) reach the appropriate age and weight, (usually 8 weeks and 2 pounds) the Finder will make an appointment to bring the kitten(s) into the shelter, and we will ready them for adoption. This collaborative community partnership helps free up space in the shelter, gives residents in the community an opportunity to more greatly help those orphaned animals in need, and gives us the ability to focus on animals that are currently residing in our shelter. Resident Finders looking to participate in our Wait Until 8 ® program should fill out the online form on the ACCAS website, or contact the Volunteer Coordinator for more details about this program.
- ***Doggie Day Out:*** Volunteers that have completed the in-shelter training may participate in our Doggie Day Out Program. All dogs must be altered and rabies vaccinated in order to go off-site with this program. DDO volunteers are eligible to sign up on the Google Doc for dates and times to pick up their dog for the day. The dog must be within their volunteer color level. Dogs eligible to participate in the DDO program are denoted on the dog communication whiteboard in the lobby with an orange asterisk. Harness leashes and totes are in the front volunteer drawers ready to go. All dogs must be wearing their rabies tags and the harness leash when leaving the building. Volunteers are responsible for using their judgement about where to take the dogs and

what type of interactions they have. We do not allow our DDO dogs to go to any public dog parks, as we don't always know how they will react. Just be aware you are liable while the dog is in your care.

- ***Adoption Events:*** We could not do adoption events without our volunteers! Volunteers help us with event setup, animal handling, customer service and answering questions about our organization and the pets in our care. Adoption events are a way to get our pets out of the shelter and into other locations where they may have a higher chance of visibility, where they hopefully will more meet potential adopters.

Due to COVID-19, we are not participating in adoption events at this time. We will review this as the public health situation evolves in order to best fit the needs of the animals, volunteers, community, and staff.

- ***Volunteer Program:*** The mission of our volunteer program is to not only enrich the lives of the pets in our care, but to also enrich the lives of the volunteers who selflessly give their time. Volunteers make such a difference preparing our animals for their new homes and we appreciate the dedication, time, and patience volunteers give to our program. Our volunteer program is multi-faceted and has a variety of ways that someone may contribute their time. Mostly we need volunteers who are able to help us socialize and exercise our dogs and cats on a daily basis. However, we may occasionally ask volunteers to help us in other areas, such as cleaning, offsite events, office help and data entry, grounds work, photography and marketing, etc...all depending on the individual volunteer's abilities and desire to assist in areas with less direct animal interaction. We love volunteers who are people-oriented, too!

Who can volunteer with us?

- Any independent adult age 18 years or older.
- Any child from the ages of 6-17, or any dependent adult, can volunteer under the direct supervision of a parent, caregiver, or guardian. Both will need to go through the volunteer process to be approved.
- Groups! We love groups for special projects! Please contact us at least two weeks before your planned date so we can check our project needs and the group details in order to make it happen! *Due to COVID-19, we are not accepting groups at this time. We will review*

this as the public health situation evolves in order to best fit the needs of the animals, volunteers, community, and staff.

How to Become a Volunteer:

- Check out our website www.accgov.com
- Fill out the volunteer application on the Animal Services webpage
- Read through the volunteer guide and sign the agreement/waiver form
- *TBA*: Watch the Online Orientation video located on the Animal Services webpage
- *TBA*: Once you complete the video you will get an email from us to sign up for a job shadowing day on the Google Document
- *Congratulations you're a green level volunteer!!! Read on to see where you can go from here!*

Appropriate Dress:

Animals are messy and so is volunteering! You will probably get wet and/or dirty, and possibly even damage your clothes while you are here, so dress appropriately and always wear sturdy, closed-toe shoes. Remember, this is a professional setting so please look presentable and practice good personal hygiene.

Code of Conduct:

Volunteers act as representatives of ACCAS while at the Adoption Center, when participating in community events on behalf of ACCAS, and when posting online about the shelter animals. As such, you are expected to conduct yourself in a professional manner. Please be truthful, respectful, and courteous in your interactions with the public, staff, and other volunteers, and you should expect to be treated the same. Disrespectful or unprofessional behavior, sexual harassment, discrimination, or vulgar or defamatory language will not be tolerated. No volunteer may be under the influence of drugs or alcohol while volunteering. If at any time you feel another volunteer, a staff member, or a member of the public is not adhering to this Code of Conduct, please alert the Volunteer Coordinator, Department Director, or the Adoption Center Supervisor right away.

- You are only expected to volunteer in a capacity you choose (within the parameters set by ACCAS) and may choose to stop volunteering at any time or limit the ways in which you volunteer. Compassion fatigue is a big issue in animal welfare and we want you to take care of yourself first!

- If you violate this Code of Conduct, you may be dismissed as a volunteer.

To the extent you have concerns about your experience at ACCAS, we ask that you discuss them with our Volunteer Coordinator, Department Director, or Adoption Center Supervisor—we want to hear from you so that we can make volunteering and the Adoption Center all that it can, and should, be. No organization or person is perfect, but we are striving to improve and your insights will help us do that!

Become an ACCAS Online Supporter:

Our volunteers are amazing! Since 2001, volunteers have publicized ACCAS's animals, helped with reuniting families and their lost pets, and assisted with finding new homes and rescue placements for thousands of homeless animals. We encourage each of you to be an ACCAS Online Supporter by writing and sharing stories on social media—it's a great way get the word out about how special our animals are! By writing and sharing stories about your time volunteering, and sharing stories posted by other volunteers, you can help us inspire and engage the community to adopt the pets in our care, and to foster or volunteer with us. Positive pet stories help people to see ACCAS as a community resource and inspire the public to get involved with our mission. Our Department exists to support the residents—both human and four-legged—of Athens-Clarke County and online publicity is critical to serving both well!

Re-posting ACCAS news, events, accomplishments, website content, and other public information through social media is another excellent way to engage the community and share all the wonderful things about ACCAS with a wide audience.

We encourage individuals to share what they know and love about ACCAS and our animals, and the great things we're doing together!

Housing Areas of the Shelter:

- **Adoption:** the animals in these areas have been deemed adoptable by ACCAS staff. Volunteers and the public may visit these areas without being escorted by a staff member.
- **Quarantine:** these areas are designated for animals that have not yet been cleared for adoption or are on a 10-day bite hold. If a volunteer is needed in this area, or if a member of the public is looking for a lost pet, he or she must be escorted through these areas by an ACCAS staff member.
- **Isolation:** these areas house sick and injured animals away from the general population to help prevent the spread of disease. Under almost all circumstances, these areas are off limits to volunteers and the public in order to prevent the spread of disease or increase the harm to an injured animal.

Limiting Transmission Of Disease:

Many of the animals at the Adoption Center have not received much care prior to coming to the shelter, including routine vaccinations and preventive health care, or their previous care status is unknown. The stress of entering a shelter, and the shelter environment itself, contributes to an increased risk to the animals of developing illnesses. We try to limit the risk of infection and disease spread, and need your help with this.

When animals arrive at the shelter they receive a physical examination and basic vaccinations, are treated for internal and external parasites, and may be treated for injury and illness. We vaccinate (as much as we can without a veterinarian) upon entry to limit widespread disease in the population, and protect each individual animal as much as possible. However, vaccines are not a guarantee against infection and often take days, to weeks, to become fully effective. Moreover, parasites may continue to live and spread for a time after treatment.

Diseases can be transmitted in many ways, and we all must work together to prevent this as much as possible. The 5 main modes of disease transmission are:

- Direct contact (one animal to another, such as nose to nose)
- Fomite (indirect) transmission (germ transmission on a surface, such as a mop, hand, leash, or shirt)
- Aerosol (in the air, such as via a fan)
- Droplet (sneezing, coughing, generally less than 1-meter distance transmission)
- Vector (via a flea, mouse, tick)

Feline upper respiratory infection (URI) and canine infectious upper respiratory disease (kennel cough) are both common in a shelter environment and spread through aerosols, droplets, and fomites. This means that your hands, shoes, and clothing can transmit infection if you handle an animal with one of these diseases. For this reason, please wash your hands (and/or use hand sanitizer) between handling each animal and/or wear, and change, disposable gloves.

Other diseases, such as parvovirus in dogs and panleukopenia in cats, are spread mainly through fomite transmission of bodily secretions, such as vomit and feces. These viruses are very environmentally hardy and can be difficult to eradicate from the shelter environment if proper sanitation procedures are not in place. Thoroughly cleaning up feces and vomit, washing hands, and changing soiled clothes after contact with these substances is vital to the health of the animals.

Sanitizer bottles and dispensers are located throughout the kennel and cat adoption areas.

You must keep your hands clean at all times.

You should not assume that any animal at the shelter cannot be carrying rabies. While rabies is rare in our area and most of the animals are vaccinated for it within their first week at the shelter, it takes 30 days for the vaccination to be fully effective and animals with compromised immune systems may take longer.

Volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge, neurological signs, etc.) should immediately notify the Adoption Center Supervisor, Volunteer Coordinator, or other shelter staff member.

Everyday Practices that Help Prevent Spread of Disease:

- Report any animal that appears sick to the Adoption Center Supervisor, Volunteer Coordinator, or other shelter staff member immediately.
- Wash your hands frequently, and in between animals.
- Do not let animals housed apart interact, or meet nose to nose, whether on leash or when kenneled. Nose to nose interactions between the fences are expected in the interaction pens.
- Immediately pick up all feces behind any dog you take out.
- Don't let the trash receptacles overflow; please notify a staff member or change the trash bag if one has become full.
- Sanitize equipment, such as pooper scoopers, in the provided buckets at the end of each kennel row on the dog adoption floor, when using in different kennels.

If we all follow the same procedures, the risk of having a disease problem will be greatly minimized!

Injuries and Bite Incidents:

**If you are bitten or scratched by an animal and it breaks the skin,
you MUST let a shelter staff member know and file an incident report.**

- If you need medical attention please alert the Volunteer Coordinator, or another staff member.
- By law, any bite that draws blood must be reported to ACCAS staff.
- Any animal that has bitten a person must be placed on a 10-day bite hold in the Quarantine area.

Reporting and quarantining animals that have bitten a person is for observation purposes only; an animal that can transmit rabies should show neurological signs or die within ten days. Since there is no way to test a living animal for rabies, reporting bites protects you, other volunteers, staff members, the public, and the other shelter animals. It does not mean the animal will be euthanized, although bites are taken into consideration when euthanasia decisions must be made.

- If you are injured in any way while performing volunteer duties at ACCAS you should immediately notify the Adoption Center Supervisor, Volunteer Coordinator, or other shelter staff member.

Understanding Euthanasia:

One consequence of ACCAS being an open admission shelter is that, at times, we must euthanize animals in our care. Factors that may lead to an animal being euthanized include:

- Severe or untreatable health issues, especially those negatively affecting the animal's quality of life;
- Negative or dangerous behavior, especially human or dog aggression;
- Health or behavior that is deteriorating at the shelter, and not susceptible to improvement in the shelter environment; and
- Insufficient housing space, or staff inability to humanely care for the number of animals present at the shelter.

In many instances, the decision to euthanize an animal is made based on a combination of these factors.

ACCAS bases its euthanasia technique and practices on the standards developed by the Humane Society of the United States. All ACCAS staff performing euthanasia are trained and certified in these procedures; two staff members are always present while euthanasia is performed, and the animal is always sedated beforehand. The atmosphere and the animal's comfort in the final moments is very important to our staff. Our intention at this time is to minimize the stress levels of animals, staff, and volunteers.

Things to understand:

- As an open admission shelter, ACCAS is open to all owned or stray companion animals from our area, without exception. Unlike most private shelters, ACCAS accepts animals that are severely injured or critically ill, and ones that have shown a high degree of aggression. In some instances

these animals are suffering irremediably, or are not safe to place in a home, and therefore holding them would be inhumane. Moreover, animals are admitted even when the shelter is full.

- It is a myth that every animal in need is “adoptable” and will find a home. We do not believe in warehousing animals that cannot be safely placed in the community, or in prolonging suffering unnecessarily.
- ACCAS works locally and nationally to place pets whenever feasible- utilizing foster placements, contacting rescue organizations, and exploring other options before euthanizing.
- ACCAS does not euthanize solely because of a time limit (stray hold expiration or extended length of stay).
- ACCAS follows the advice of our veterinary partners on when it is appropriate to euthanize animals for health reasons.

While we greatly appreciate the care you provide the shelter animals, and the information you provide to us about their health and behavior is invaluable in our decision-making- shelter staff is ultimately responsible for making euthanasia decisions. We do not take these decisions lightly and consider all information we have, as well as exhausting all reasonable resources before euthanizing any animal. Please show compassion for the staff members involved in these decisions, as they feel the emotional consequences deeply.

General Dog Handling Rules:

Only take out dogs at, or below, your volunteer color level. Make sure a leash is securely on the dog before opening the kennel gate wide enough for the dog to escape, and do not allow dogs to have toys unmonitored in their kennels—some of them will ingest balls and parts of toys, which may result in their injury or death. When returning a dog to his or her kennel, replace the carabineer or (unlocked) lock through the latch, as some dogs can open the latches.

When placing a dog in a play yard, please double check that the gate is latched securely.

Leave the gates to unoccupied play yards open; when dogs get loose, corralling them in an open pen is often the easiest way to catch them since they associate the pens with fun.

When moving dogs between kennels and play yards, please be alert and try to avoid walking a dog through the open space when there is another dog being walked through it. Do not let dogs get close enough to interact with each other when you are walking them.

Every time you use a play yard:

- Scoop poop! It prevents disease spread and every yard has an easy to use clean up station;
- Bring toys and tennis balls back to the toy bin or throw them away if shredded;
- Dump out and refill water buckets and pools as needed;
- Pick up and throw out any other trash or debris in play yard; and
- Alert a staff member or empty trash pails and reline with new garbage bags when needed.

Please monitor dogs' behavior on the fence line; not all of the dogs get along with each other and moving to another pen might be necessary to separate incompatible dogs. If you need help with dogs that are fence fighting, please get it as quickly as possible since behavior can escalate quickly.

Some dogs can scale the fences so keep an eye out for that, and let staff know if a dog seems inclined to try to escape.

PLEASE NOTE: some dogs guard toys and food. If you see any signs of guarding (hunkering down or chewing faster when you move closer to the dog, giving the side-eye, growling or baring teeth), please do not try to take the toy away. Instead, let staff know of the behavior and if you need help.

We appreciate your help in assisting potential adopters in meeting dogs—you know their personalities and can help us make great matches! Moreover, community members are not allowed to take dogs from the kennels or play yards; please assist them with these tasks when possible or let them know to contact a staff member for help.

Dog Handling Volunteers:

All dogs are given a color tab which is located on their outside kennel gate. This is an internal marking system that denotes their handleability and any possible behavioral and/or medical issues that dictate the experience level needed by their handlers. Volunteers are also given a color level based off of their volunteer hours and experience in the shelter. Volunteers may always handle dogs below their color level, but may not handle above. All dogs on the adoption floor are listed, in their appropriate color, on the dog communication board in the lobby. This board is intended to help streamline communication in terms of passing along important dog notes about personality and handleability to other volunteers. This board is also visible to visitors and potential adopters and should not hold derogatory or confidential information about a dog. Please address any behavior or medical concerns directly with a staff member.

- **Green:** Level of difficulty: Easy, with no known issues. Any volunteer can handle. Every new volunteer with under 20 hours of volunteer dog handling experience is a green level volunteer. Green level volunteers may only use the front 5 play yards for dog interaction, so that we can more easily see and hear you, in case you need assistance.
- **Pink:** Level of difficulty: Medium, may need work on leash or be bigger in size. Volunteers must have served over 20 hours working with our dogs in order to handle these dogs.
- **Blue:** Level of difficulty: Hard, any of a number of concerns may lead to a dog having a “blue” classification. These concerns may include being a large breed and difficult on a leash, reactive to other dogs, reactive to people, extremely fearful, known medical issues that affect handleability, bite history, etc. Volunteers must have served over 40 hours working with our dogs AND have taken the additional blue level dog handling training in order to handle these dogs. These blue level trainings will be held once a month and denoted on the volunteer schedule.
- **Red:** This is a dog that may be handled by **STAFF ONLY**. For liability reasons, volunteers may not interact with these dogs.
- **Volunteer Coordinator and Adoption Center Supervisor have the authority to change the color level of a volunteer based on an individual volunteer’s shown dog handling ability, regardless of the hours the volunteer has earned in our program.**

Cat Handling Volunteers:

All cats that are in the adoption areas, interaction rooms and cat community rooms should be friendly and used to human interaction. With that being said even the friendliest cat can become shy or fearful when in a shelter environment. We do not color our cats as the only area that is accessible is that which houses the friendly cats but still use caution. All cats on the adoption floor are listed on the cat communication board on the wall in the cat shelter. This board is intended to help streamline communication in terms of passing along important cat notes about personality and handleability to other volunteers. This board is also visible to visitors and potential adopters and should not hold derogatory or confidential information about a cat. . Please address any behavior or medical concerns directly with a staff member.

- When picking up a friendly cat make sure you give it a chance to smell you and then make sure you support its full body both under the chest and the back legs and rump area. This ensures the cat will feel entirely safe.
- If you have to for some reason interact with a cat that is fearful using a towel as a barrier is ideal.

- You can also use their bed as a taco to get them out of their cage
- Take a few minutes to look over this slide show. It has a lot of great tips and tricks for handling cats both friendly and spicy.
https://www.aspcapro.org/sites/default/files/aspcapro_webinar_humane_feline_handling_slides_0.pdf
- If you have any questions please get with a staff member for assistance.

Volunteer Position Descriptions: Because of the current pandemic, we are allowing only one volunteer at a time in each of the cat and dog areas. To facilitate this, volunteers must use the google spreadsheet (link provided after job shadow training) to schedule their time at the shelter.

We will review this system as the public health situation evolves in order to best fit the needs of the animals, volunteers, community, and staff. Any volunteer who is exhibiting signs of illness, to include coughing, shortness of breath, or fever; may not volunteer until a 72 hour window without symptoms has passed. Any volunteer who has been knowingly exposed to a positive COVID-19 person may not volunteer until 14 days since exposure has passed. Any volunteer who has had a positive COVID-19 test may not return until he or she has had a negative test result.

Morning Cleaning Volunteers: 9:00 AM – 11:00 AM

Lobby:

- Sweep and mop the floor: Mops are found in the laundry room by the bathrooms.
- Organize and sanitize shelves.
- Sanitize all door handles, using a clean cloth and disinfectant, throughout the facility.
- Check the bathrooms, including restock toilet paper and paper towels if empty; empty trash cans if full; clean up the hand sink if dirty; sweep and mop the floor.

Laundry Room:

- Wash dirty laundry with hot water, detergent and bleach. **Do not overstuff machines!** If something is super soiled, contains feces, or is ripped up, throw it away in the blue dumpster out back. We don't want to ruin our machines for a blanket or towel.
- Keep everything moving so it doesn't pile up. Fold and put away clean laundry once a new load has been started.
- Organize and straighten shelves.

- Sweep and mop floors in laundry area.
- Empty all trash in this area and reline with new bags.
- Put all clean fabric toys in the bin located near the towels

Cat Adoption Area:

Please see a staff member for deep cleaning schedule and proper cleaning protocols.

- Hand sink: refill soap, clean sink, and empty trash (supplies are stored underneath sink).
- Laundry basket: empty in laundry room.
- Glass doors and windows in interaction rooms: wipe down.
- Cat shelves and chairs: wipe down with disinfectant.
- Litter pans: if you can easily scoop out mess, do so wearing gloves. Otherwise dump the litter into trash and refill or, if the pan is dirty, replace it with a new litter pan. Only fill litter pans with enough litter to cover the bottom. No mounds of litter please!
- Water bowls: fill if low and rinse out or replace if dirtied.
- Towels and blankets: shake into trash if food/litter has been thrown around and replace if dirtied.
- Dirty dishes: wash in the sink according to cleaning protocol.
- Shelves: restock with clean towels and cat beds from laundry room; straighten and organize so that all like items are in one place.
- Clean & dry dishes: put away in an orderly manner inside cabinets.
- Floors: sweep and/or mop if necessary.
- Wipe down anything that looks dusty or dirty.
- Fill litter bin if low.

Dog Kennels and Walkways:

Please see cleaning SOP or staff member for steps on morning kennel cleaning and proper cleaning protocols in these areas.

- Sweep up debris in kennels and in walkways.
- Scoop and clean up poop.
- Squeegee kennels that are wet.

Outdoor Socialization Volunteers: 11:00 AM - 1:00 PM

Cats: utilize Cat Communication Whiteboard to denote all interactions

Catio Socialization:

- Check with a staff member to gain access to the catio.
- Check catio area doors beforehand to ensure all doors are securely closed.
- Hold cats properly when walking them to and from the catio area.
- Always sanitize your hands between every cat.
- Do not bring cats from individual kennels into the catio together, only littermates and kennel mates may go together to this area.

Dogs: utilize Dog Communication Whiteboard to denote all interactions

- **Play Groups:** Assist ACCAS staff with running dogs to and from play groups.
- Make sure all necessary tools are in play yards before play groups begin.
- Assist staff in monitoring play groups.

Obedience and Skills Training:

- Obedience work: teaching sit, down, wait, etc. while in play yards; encourage calmness and focus and use positive reinforcement methods including treats, praise, play time, and petting. Many dogs can only do this for 10-15 minutes before becoming tired; monitor your dog to ensure he or she does not become overstimulated or too exhausted—we want learning to be fun for everyone!
- Leash skills training: practice good leash skills, including entering kennels calmly to leash dogs, asking for a “sit” (and rewarding it!) before the dog leaves the kennel and upon return to the kennel, and stopping when a dog is pulling, biting the leash, or jumping. Use appropriate tools for proper leash walking, like martingale collars and clip leads, as well as high value treats. This is an area in which many dogs deteriorate while at the shelter so encouraging good behavior every time they are leashed is vital to maintaining or building their adoptability.

Play Yard Exercise:

You are welcome to take individual dogs, or dogs kenneled together, into a play yard for interaction time. Many of the dogs are housetrained so getting out several times a day is important to their mental and physical health. Please pay attention to signs of overstimulation or heat exhaustion; make sure the dogs get breaks from play as needed. In the summer, shorter trips outside are better than longer and it is critical that the water bucket be full with fresh water; dogs can't sweat so they rely on drinking water to cool themselves.

Quiet Time and Indoor Enrichment Volunteers: 1:00 PM - 3:00 PM

Cats: utilize Cat Communication Whiteboard to denote all interactions

- Socialize with cats in the community cat room, but do not bring other cats into the room.
- Socialize with cats individually in indoor interaction rooms.
- Play quiet classical music for the cats on the adoption floor.
- Prepare and hand out daily enrichment to all cats.
- Feel free to google new ideas on enrichment and incorporate them into the shelter setting: food, scent, toys, etc. Just make sure all ideas are safe and non-toxic!

Examples: yarn, ping pong balls, crumpled paper, and bottle caps can all be used as a cat toy.

Essential oils or spices such as vanilla, lavender, almond, catnip, oregano, etc. can be dabbed/sprinkled into newspaper and crumpled for scent enrichment; just make sure the oils are safe ones as some that are good for people are toxic to cats.

Dogs: utilize Dog Communication Whiteboard to denote all interactions

In-Kennel Enrichment:

- Sitting quietly with the dog in the kennel.
- Providing dogs with nylabones, kongs, or other safe, chewable enrichment and monitoring them for choking with these toys.
- Reading aloud to a dog while sitting on the inside or outside of the dog's kennel.
- Stuffing kongs, cardboard boxes, paper towels rolls, etc. for future use. Please check that all food is dog-safe: for example, peanut butter with artificial sweeteners is not safe for dogs.
- Feel free to google new ideas on enrichment and incorporate them into the shelter setting: food, scent, toys, etc. Just make sure all ideas are safe and non-toxic!

Hand-Feeding and Drive-By Treats:

- Hand out treats from outside kennel gate to calm, quiet dogs. Don't treat barking or jumping but do treat as soon as a dog that is acting up offers slightly better behavior (e.g., when a dog that is barking stops for even a second or a dog that is jumping up has all four feet on the floor even for a moment—capturing the good behavior and rewarding it quickly is key to improving behavior). Give treats at the bottom of kennel gate to reinforce 'all four on the floor'; do not put your fingers through the mesh to feed a dog as nipping often results.
- Always remain calm and encourage calmness in the dogs. Approaching kennels from an angle or while looking slightly away is less intimidating to dogs than approaching them head on.

- Feel free to google new ideas on enrichment and incorporate them into the shelter setting: food, scent, toys, etc. Just make sure all ideas are safe and non-toxic!

Examples: water bottles in old socks tied off at the top, strips of an old t-shirt or blanket can be cutup and braided into a fun rope toy or tied with yarn.

Dog Bathing & Grooming:

- In addition to routine cleaning, baths are needed prior to adoption events and for dogs on medicated bath treatment plans; be sure to note baths on the Dog Communication Whiteboard with the date so that the dogs are not bathed too frequently.
- Grooming is needed prior to attending adoption events and as needed for maintaining coat health.
- Assist with nail trims and brushing.
- Clean out tub once finished with a bath.
- Organize grooming supplies and restock towels.
- The Grooming Room can be used as indoor quiet space for interaction with dogs that are frightened in the louder or busier shelter spaces.

Evening Potty Breaks/Socialization and Closing Volunteers: 3:00 PM- 5:00 PM

Cats: utilize Cat Communication Whiteboard to denote all interactions

- Socialize with cats in community cat room or in indoor interaction rooms.
- Check litter pans; if you can easily scoop out mess, do so wearing gloves. Otherwise dump dirty litter in trash and refill with only enough litter to cover the bottom of the pan.
- Check water bowls: fill if low and rinse out or replace if dirtied.
- Assist staff with evening feeding.
- Take out trash.
- Wash any dirty dishes in the sink according to ACCAS cleaning protocol.
- Restock shelves with clean towels and bring cat beds over from laundry room.
- Straighten and organize shelves so that they are orderly and all like items are in one place.
- Put away dry dishes in an orderly manner inside cabinets.

Dogs: utilize Dog Communication Whiteboard to denote all interactions

Play Yard Exercise/ Evening Potty Breaks:

You are welcome to take individual dogs, or dogs kenneled together, into a play yard for interaction time. Many of the dogs are housetrained so getting out several times a day is important to their mental and physical health. Please pay attention to signs of overstimulation or heat exhaustion; make sure the dogs get breaks from play as needed. In the summer, shorter trips outside are better than longer and it is critical that the water bucket be full with fresh water; dogs can't sweat so they rely on drinking water to cool themselves.

Other Volunteers: Scheduled as Needed

Volunteers for Off-site Adoption and Community Outreach Events:

Volunteers in this position should possess strong interpersonal skills, along with a detailed knowledge and support of organization and mission. Volunteers will also help with various aspects of the set-up, execution, and cleanup of Special Events.

Duties include, but aren't limited to:

- Handing out marketing materials;
- Advocates for our facility and pets;
- Manning tables; and
- Supervising off-site adoptions.

Photo Volunteers

Volunteers with photography skills and interest can help with taking publicity photos for the dogs and cats. Photography is a volunteer role that is always needed! Please schedule with the Volunteer Coordinator or Adoption Center Supervisor if you're interested in volunteering in this capacity.

Essential Capabilities Needed:

Volunteering at a shelter can be hard work so it is important that you are prepared physically, mentally, and emotionally for it. To this end, you should:

- Follow all safety rules and procedures covered at volunteer orientation, posted at the shelter, communicated by staff, or found in this Volunteer Guide;
- Stay within your physical limitations—it's ok not to handle the more rambunctious dogs, for example, even if they are at your level;

- Be observant to signs of distress in the animals you are handling;
- Consider your comfort level with parasites, feces, and the sight of sick or injured animals before committing to volunteer;
- Know that you may be exposed to toxic chemicals or diseases you could catch, like ringworm and mange, and consider whether you are physically and mentally prepared to handle this;
- Be polite and respectful even when stressed; and
- Ask for help if you need it, whether it is with respect to a physical task, understanding a concept or procedure, or the heartache of seeing animals suffering.

If you have limitations that mean you cannot perform some of the tasks listed for a volunteer role, discuss this with the Volunteer Coordinator to see whether volunteering is a good fit for you.

Supervision and Accommodations: Once trained, volunteers must be able to work with minimal supervision, yet must recognize their own limitations in knowledge and abilities and ask for help when needed. Volunteers should be able to work independently for the time they are at the shelter as well as work within a team atmosphere with other volunteers, staff, and community members.

Please reach out with any reasonable accommodation you may need in order to meet the essential capabilities of your volunteer position here at ACCAS.

By serving as a volunteer of Athens-Clarke County Animal Services you are agreeing to accept and commit to the principles in this Volunteer Guide at all times. We hope you will strive to perform volunteer duties to the best of your ability and that you will keep lines of communication with shelter staff open—we want to hear from you about the good, the bad, and the just plain mundane. Please understand that you are here of your own volition and you may stop volunteering at any time. If you exhibit behaviors considered by ACCAS staff to be dangerous or malicious to yourself, ACCAS, the animals, and/or other volunteers, staff, or members of the public, you may be removed from the volunteer program.

Thank you, Thank you, Thank you!!!

Most of all, know how much we appreciate you!!!! We hope you take pride in being a Volunteer with ACCAS and that you will form new bonds from your involvement with our organization. Please know that we value your time, dedication, and feedback, and all the care you give our animals.

Caring for shelter animals is a lot of hard work, but we're also going to have a lot of fun together! There's no doubt that challenges can present themselves and your ability to maintain a calm, cool, collected demeanor with a positive attitude will be a huge factor in ensuring that our pets stay as stress-free as possible. We are excited to work with you and truly appreciate your commitment to learning the proper training necessary to provide the best care for all of our deserving animals.

We're excited to have each and every one of you as a part of our Volunteer Team!!!! WE COULDN'T DO IT WITHOUT YOU!!! You help us help them!

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THANK YOU!

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