

**City of Carson City
Agenda Report**

Date Submitted: May 27, 2011

Agenda Date Requested: June 16, 2011

Time Requested: 15 Minutes

To: Carson City Board of Health
From: Health & Human Services (Marena Works)

Subject Title: Review of the Carson City Animal Services (CCAS) Volunteer, rescue groups and foster care programs.

Staff Summary: In January of 2011, the CCAS volunteer, rescue and foster care programs were suspended due to a need to develop policies and a training program for volunteers, rescue groups and foster care homes. A volunteer manual has been developed with a corresponding training program and CCAS is ready to accept applications for individuals to volunteer at the shelter. In addition, new foster care and rescue group guidelines were also developed.

Type of Action Requested: (check one)

Resolution Ordinance
 Formal Action/Motion Other (Specify) Information Only

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: Discussion and possible action to accept the newly developed volunteer, rescue group and foster care programs.

Explanation for Recommended Board Action: Since the suspension of the volunteer, rescue and foster care programs, a volunteer coordinator was hired and policies written. Standards were developed to formalize the programs and provide training for volunteers.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: N/A

Explanation of Impact: N/A

Funding Source: N/A

Alternatives:

Supporting Material: Volunteer manual; foster care agreement; rescue application; volunteer application 18 years and older; volunteer application 12-17 years.

Prepared By: Marena Works, MSN, MPH, RN

Reviewed By: CM/CP/AB

(Department Head)

CM/CP/AB

(City Manager)

CM/CP/AB

(District Attorney)

CM/CP/AB

(Finance Director)

Date: 6/7/14

Date: 6/7/14

Date: 6/7/14

Date: 6/7/14

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
2) _____

(Vote Recorded By)

CARSON CITY ANIMAL SERVICES ANIMAL RESCUE APPLICATION

Carson City Animal Services Department agrees that working together cooperatively to develop foster care and adoption programs will reduce the euthanasia of healthy adoptable animals. It is our policy that before an animal is released to an Animal Rescue Organization; all Animal Rescue Organizations must complete this application, provide Carson City Animal Services Department with the required paperwork, and have the application approved prior to the release of any animal.

- Copy of 501 (c) (3) is attached ~ **Required**
- Copy of adoption agreement (contract) is attached – **Required**
- Copy of mission statement and/or code of ethics – **Required**

APPLICANT INFORMATION

ORGANIZATION'S NAME: _____

ADDRESS: _____

E-MAIL: _____

PRESIDENT'S NAME: _____ PHONE: _____

We must have the names and contact information for 1-2 persons. We will only release animals to these individuals or their designees. Please provide us with the following:

CONTACT NAME: _____ PHONE: _____

CONTACT NAME: _____ PHONE: _____

List the breed of animal(s) you are interested in rescuing from Animal Services: _____

I, _____ of the _____, am authorized
President of Animal Rescue Organization *Name of Animal Rescue Organization*

By the above named group to rescue animals from Animal Services. I agree to and will assure that my designees will comply with all state and local laws relating to the keeping of any animal placed by Animal Services into this organization's custody. Our organization will make every effort possible to place animals received from Animal Services, into an appropriate, safe, and healthy environment.

Signature of President/Applicant

Date

Approved By

Date

FOSTER HOME VISIT CHECKLIST

Applicant's Name: _____

Address: _____ City: _____ Zip: _____

Phone: _____

APPLICATION INFORMATION VERIFICATION

Foster Home

Type: Own house Rent house Rent Apt. Mobile Home

If Rented: Rental Agreement allows pets: Yes No
Landlord approval to foster pets: Yes No

Foster Pet will be kept: Indoors only Outdoors only Both In & Out

Are these areas secure and adequate? Yes No

Comments: _____

	<u>Accurate</u>	<u>Inaccurate</u>	<u>Comments</u>
Indoor Area	<input type="checkbox"/>	<input type="checkbox"/>	_____
Outdoor Area	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other information	<input type="checkbox"/>	<input type="checkbox"/>	_____

Pets At Home

All information on Pets At Home is accurate.
 the information on Pets At Home is not accurate, as follows:

RECOMMENDATION

Approve Deny

Reason Denied: _____

Date of Home Visit: _____ Conducted By: _____



FOSTER HOME AGREEMENT

This Agreement is entered into by and between Carson City Animal Services (CCAS) and _____, who has applied and been approved as a foster home for CCAS, pursuant to a home visit and the attached Foster Home Application.

The intent of the Agreement is to insure that any pet that is in the custody of the CCAS is well cared for, and is kept safe and secure while in the temporary care of the foster home. This Agreement shall take effect immediately upon signature and continue until terminated orally or in writing by either party. The terms and conditions agreed to shall apply to repeat or recurring placements of pets accepted by the foster home as if such pet were the first pet placed with the foster home following the execution of this Agreement. CCAS may, for any reason and at its sole discretion, choose not to place a pet in the temporary care of the foster home. CCAS may make unannounced on-site visits, at reasonable times, to the foster home to check on the welfare of the fostered pet. CCAS shall at all times retain the right to remove, or request the return of a pet from the foster home. Upon removal or return of the pet, the foster home agrees to immediately return any supplies/equipment provided to the foster home by CCAS, to an authorized CCAS representative.

I. CCAS agrees to:

- A. Temperament test, vaccinate and spay/neuter the pet before placement in the foster home. The only exceptions will be for pets that are too young, have a medical condition that contraindicates this, or when an emergency placement is needed.
- B. Provide the foster home with all known information about the background, medical history and any special needs of the pet to be fostered.
- C. Provide necessary food and supplies as needed for the pet. Food and supplies purchased by the foster home will not be reimbursed.
- D. Provide periodic training on basic pet care, pet behavior, disaster preparedness, and other topics as deemed necessary.
- E. Periodically check on the welfare of the fostered pet and any needs of the foster home.
- F. Accept the pet back into the shelter at any time during business hours, for any reason.

II. The Foster Home agrees to:

- A. Provide care and supervision of the foster pet without compensation or reimbursement for any expenses.
- B. Notify the Volunteer Coordinator at least three days in advance of the need for additional food and supplies for the pet.
- C. Provide the foster pet with daily fresh food and water, and exercise/play, as directed by CCAS.
- D. Administer medication, as necessary and as directed by CCAS.
- E. Provide appropriate shelter from the heat, cold and inclement weather.

- F. Keep the pet safe and secure on the foster home property at all times, unless approved by CCAS, in advance, to transport the pet to another location
- G. Immediately notify CCAS if the pet escapes from the foster home property, even if the foster home recovers the pet.
- H. Immediately notify CCAS if the foster pet is stolen.
- I. Never leave foster pet in care of children. Foster pet must always be confined so that children cannot let it escape or be injured while the foster parent is away from the residence.
- J. Treat the pet with kindness and adhere to the State & City's anti-cruelty laws.
- K. Protect the pet from mistreatment by other persons.
- L. Not permanently alter the appearance of the pet in any way, including, but not limited to, declawing, ear cropping, tail docking, or tattooing.
- M. Contact CCAS for pre-approval of any necessary veterinary attention. If the Volunteer Coordinator or CCAS Manager is not available, the Officer on stand-by shall provide the approval, and can be reached at any time by calling CCAS during operating hours or S.O. Dispatch at 775-887-2007 for emergency after hours and request an ACO.
- N. Keep a collar and identification tag on foster dogs at all times.
- O. Notify the Volunteer Coordinator and return the pet to CCAS if unable to continue to care for the pet.
- P. Only care for the pet in the approved foster home, unless specifically approved by CCAS, in advance, to move the pet to another temporary location. (i.e. in the event of a family emergency)
- Q. Return the foster pet to the shelter when available for adoption, or refer any person interested in adopting the pet to CCAS to complete the appropriate application. Adoption of the fostered pet is the sole responsibility of CCAS staff, or their designated representative, and shall not be done by the foster volunteer.
- R. Exercise due and reasonable caution regarding exposure of the foster pet to other persons and animals residing in or visiting the household. Observe reasonable safety precautions, especially where children are concerned.
- S. Insure that the foster home is in compliance with city zoning laws pertaining to the numbers of animals on the property at any given time, and that personal pets are current on vaccinations, licensed, and are spayed/neutered, unless specifically excluded from one or more of these requirements by CCAS.

The parties intend to be bound by the provisions of this Agreement and execute this Agreement effective as of _____.

Foster Home

CCAS Authorized Representative

Signature _____

Signature _____

Printed Name: _____

Printed Name: _____

Phone: _____

Phone: _____



FOSTER HOME PROGRAM

Carson City Animal Services



Often times people who care about the plight of homeless animals are overwhelmed by the enormity of the problem. It's true that no one person can save them all—but if you can make a difference in the life of even one animal, your contribution is extremely valuable!

Carson City Animal Services (CCAS) uses volunteers to provide foster homes for dogs and cats. Animals that are generally identified as needing foster homes are those that are:

- ◆ too young to be adopted
- ◆ having a medical need that can be better treated in a foster home, or
- ◆ needing to be moved out of the shelter when it becomes overcrowded.

WHAT IS A FOSTER HOME?

A foster home provides a temporary home for an animal from the shelter. The amount of time for the temporary care can vary from a few days to several months. Being a foster home is like being a grandparent—all the enjoyment of caring for an animal without the lifetime responsibility. However, a foster must be the type of person who can take home a needy animal, care for it and bond with it, and then be able to let it go to another family.

WHO CAN BE A FOSTER?

Anyone who is 18 years of age or older and has experience with animals can be a foster. Preference is given to those persons who own their home, however renters will be considered with landlord approval. Also, all pets that are owned by the foster must be in good health, up to date on their vaccinations, **altered**, not aggressive, and **licensed by the city**, if in the City

Limits. Foster homes must be in compliance with all zoning laws pertaining to the numbers of animals allowed on their property at any given time. The foster is responsible for the care and control of the animal at all times while the animal is being fostered.

HOW DO I BECOME A FOSTER?

Each foster must complete a Foster Home Application and Foster Home Agreement. An inspection of the foster home will be done by CCAS Volunteer Coordinator prior to approval of a foster home.

ARE THERE ANY EXPENSES FOR A FOSTER HOME?

Generally, CCAS covers all costs associated with caring for the fostered animal. Food and any needed supplies will be provided by CCAS. If medical care is needed for the animal, CCAS will arrange and pay for that care. CCAS cannot reimburse foster homes for any expenses they incur while caring for the animal.

The foster home may be asked to transport the fostered animal to the shelter and/or to a veterinarian, at their own expense.

CAN I ADOPT AN ANIMAL THAT I FOSTER?

Yes! Foster homes will be given first priority for adopting any animal in their care, as long as the adoption of that animal does not put the foster home in violation of city, county or state laws. All normal adoption fees will apply.

CAN I ADOPT OUT A FOSTERED ANIMAL TO SOMEONE ELSE?

No. All animals in foster homes continue to be the property of the CCAS, and therefore CCAS procedures for adoption must be followed. Any person wishing to adopt an animal that you are fostering, must come to the shelter when the animal is returned for adoption, and follow all normal adoption procedures.

If you are interested in becoming a foster home, please Contact the Animal Services Shelter at (775) 887-2171

FOSTER PARENT
PROCEDURES FOR QUESTIONS AND EMERGENCIES
Carson City Animal Services

The staff of Carson City Animal Services appreciates your fostering of shelter animals, and understands that you may have questions or emergencies while you are fostering. Please use the procedures and contacts outlined below for your questions/ concerns.

During shelter business hours: Tues.-Sat. 8a.m. to 5p.m.

1. Call **CCAS** at **775-887-2171** and ask for Tonya. If you get voice mail, leave a message and your call will be returned as soon as possible. If it is an emergency situation, call S.O. Dispatch at 775- 887-2007 and request an ACO.

During non-business hours. Evenings, Sundays, Mondays and all Holidays.

1. Call **CCAS** and leave a message and your call will be returned.
2. If you have an emergency, call S.O. Dispatch at 775-887-2007. Inform them that you are a foster parent for Carson City Animal Services and that you have an emergency with a fostered animal and need to talk to an Animal Control Officer.
3. Dispatch will page the Animal Control Officer who is on-call. The Officer will return your call and discuss the situation with you and determine the necessary course of action. Generally you can expect the on-call officer to return your call quickly, unless they are in the field tending to an emergency. If in the field, they will return your call as soon as they are finished with the emergency. Please be patient and wait for their call.

Thank you for your foster care of shelter animals!

VOLUNTEER PACKET
FOR
PROSPECTIVE VOLUNTEERS
18 AND OLDER



Carson City Animal Services

3770 Butti Way

Carson City, Nevada 89701

775-887-2171

Dear Prospective Volunteer:

Thank you for your interest in Carson City Animal Services (CCAS)! Your desire to help homeless animals is greatly appreciated!

Through the dedicated assistance of our volunteers, CCAS is able to enhance the care of the shelter animals, enhance our current programs and expand the services provided to the community.

Enclosed is a packet of Volunteer information. This packet includes:

- ◆ Information on the process to become a Volunteer
- ◆ General Volunteer information
- ◆ Volunteer Opportunities
- ◆ A Volunteer Application

Please complete the application and return it to Carson City Human Resources Department at City Hall, 201 N. Carson Street, Carson City, NV 89701.

Your application will be reviewed and we will determine if your interest, experience and time availability match our current volunteer needs. If they do, you will be invited to attend the next City Orientation and Shelter Volunteer Orientation. If they don't, you will be informed in writing and your application will be kept on file so that we may contact you at a future date.

Once again, thank you for your interest in making a contribution to our community and homeless pets! If you have any questions, please call Tonya Ruffner at (775) 887-2171

Sincerely,

Tonya Ruffner

Volunteer Coordinator

Enclosure

WELCOME TO THE CARSON CITY ANIMAL SERVICES SHELTER!



Volunteers are so important to provide services that mean so much for the animals in our shelter! We look forward to having your energy and time to make a difference in the lives of homeless animals.

HOW DO I BECOME A VOLUNTEER?

- ✓ Submit your completed Volunteer Application to Human Resources at City Hall 201 N. Carson St. Carson City, NV 89701
- ✓ Your application will be reviewed and we will determine if your interest, experience and time availability match our current volunteer needs. If they do, you will be invited to attend the next Volunteer Orientation. If they don't, you will be informed in writing and your application will be kept on file so that we may contact you at a future date.
- ✓ Attend and complete a Volunteer Orientation.
- ✓ Sign the Volunteer Agreement
- ✓ Set up your volunteer assignment and schedule with the Volunteer Coordinator.
- ✓ Attend Volunteer training at the next training session.
- ✓ Begin Volunteering!!

GENERAL VOLUNTEER INFORMATION

HOURS OF SHELTER OPERATION

Tuesday – Saturday 8:00am – 5:00pm

Closed Sunday, Monday & Holidays

HOURS FOR VOLUNTEER OPPORTUNITIES

Every day of operation 12:00pm-4:30pm

Mobile adoption events, which may include Sunday and/or Monday

TYPES OF VOLUNTEER OPPORTUNITIES

There are a variety of volunteer opportunities available to assist the shelter. See the enclosed description of Volunteer Opportunities for more detail.

PARKING AT CARSON CITY ANIMAL SERVICES SHELTER

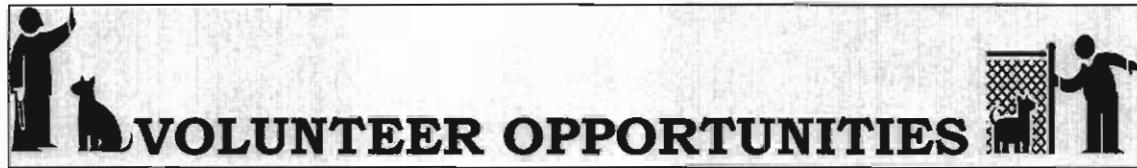
We ask that all Volunteers park in volunteer designated parking only.

SHELTER RESPONSIBILITIES

The responsibilities of Carson City Animal Services (CCAS) are to:

- ✓ Enforce state and local animal laws.
- ✓ Provide a safe and secure shelter for stray and relinquished pets.
- ✓ Reunite identified lost pets in Carson City and surrounding counties with their owners.
- ✓ Adopt those pets that are not reunited with their owners into new, loving, responsible homes.
- ✓ Respond in a timely and professional manner to public complaints about animal nuisances, animal bites and animal neglect/cruelty.
- ✓ Educate the public about the importance of responsible pet care and spaying & neutering.
- ✓ Treat every animal at the shelter with kindness and respect.





VOLUNTEER OPPORTUNITIES

There are a variety of ways you can help animals at the shelter. Each activity is described below.

All volunteers are required to complete a Volunteer Application, attend the Volunteer Orientation and training before volunteering can begin. Other specific training may be required, as identified.

- **Dog Exercising:** The dogs at the shelter are housed in kennel runs. For their mental and physical well-being, they need time each day out of the run to exercise and play. As a dog exerciser, you will take dogs, generally one at a time, from the adoption kennels to the exercise yard and let them play, spend some time training them and then return them to their kennel run.
- **Cat Socializer:** Many of the cats stay at the shelter for an extended period of time. It is important that these animals receive love, attention and the human touch to ensure their healthy disposition so they can be adopted. You will be taking cats out of their cages and holding/playing with them in the cat shelter area.
- **Foster Care:** Provide a temporary home for those animals at the shelter that need foster care, as identified by the Volunteer Coordinator. Foster care providers generally care for animals for a week, or possibly up to 10 weeks, depending on the age and condition of the animal fostered and time it takes to get them adopted. Separate Application, training and onsite home visit required.
- **Special Events Support:** Assists with special events held on or offsite and decorate the shelter for the event. Also decorate the lobby bulletin board with special, seasonal and educational decorations/information.
- **Humane Education Assistant:** If you have a background in teaching and experience with working with animals, this volunteer opportunity is for you! Assist Volunteer Coordinator with Teaching respect, proper care of animals, and animal safety to children and adults.
- **Grounds Maintenance:** Like to get your hands dirty? Help maintain and improve the dog walking trails, cemetery grounds, gardens and exercise yard at the shelter.

Carson City Animal Services

VOLUNTEER APPLICATION

Personal Information

Name _____ Date _____

Address _____

City/State/Zip _____

Daytime Phone _____ Evening Phone _____

Email _____

Drivers License # _____

Date of last tetanus shot: _____

Have you ever been convicted of a misdemeanor or felony? Yes No
If yes, explain: _____

Describe your experience working with animals:

Describe any special skills/talents you would like to put to use as a volunteer:

Do you have pets at home? Yes No

If yes: 1. Type and number: _____
2. Are they altered? Yes No
3. Are they up-to-date on their vaccinations? Yes No
4. Are they in good health? Yes No

If you responded **No** to any of the questions 2-4 above, explain:

We require that all pets at home are up-to-date on their vaccinations and in good health to reduce the possibility of you transmitting disease between the shelter and your own animals. We also require that your dogs are licensed, if you reside within Carson City.

Emergency Contacts

Name: _____ **Relationship:** _____

Phone: _____

Name: _____ **Relationship:** _____

Phone: _____

Name: _____ **Relationship:** _____

Phone: _____

Volunteer Position Information

Please describe any of your previous volunteer experience (e.g. organization, type of volunteer work):

After reviewing the enclosed information, please respond to the following questions:

1. Based on the shelter hours of operation, what days and hours can you volunteer?

2. Are you interested in volunteering for special events that are held off-site and/or outside of shelter hours of operation? Yes No

3. What volunteer positions (see enclosed position descriptions) are you interested in?

- _____
- _____
- _____

STATEMENT OF LIABILITY and CONFIDENTIALITY

As a volunteer with Carson City Animal Services, I am aware that no benefits will be provided by the City. I also acknowledge my responsibility as a volunteer to guard and maintain all records to include complaints, adoption and any other issues involving the public. I will neither discuss nor release information that I come in contact with during my volunteer work.

Signature of Volunteer

Date

VOLUNTEER RELEASE

1. I, the undersigned, agree to release, discharge, indemnify and hold the Carson City Animal Services (CCAS) harmless for any and all loss or damage to personal property to me while performing services for the CCAS in a voluntary capacity.
2. As an applicant for a volunteer position with CCAS, I hereby authorize release of any information an individual listed as a reference may have concerning me, including information of a confidential or privileged nature. I hereby release any organization, company institution or person furnishing the information requested. I authorize the use of the duplicated copies of this document to serve as the original.
3. I recognize that I will be handling animals while performing services in a voluntary capacity for CCAS and that there exists a risk of injury, including personal physical harm. I hereby release, discharge, indemnify and hold harmless CCAS, its agents and employees from any and all claims, causes of action or demands, or any nature or cause connected with my Volunteer Agreement and service.
4. I understand that public relations are an important part of volunteering at the CCAS. I therefore agree on behalf of my heirs, personal representatives, and executors, to allow the CCAS to use any photographs taken of the child of me for use in public relations efforts.
5. I certify that the foregoing answers, and all supplement documents, are correct and that false information may result in my inability to provide service on a voluntary basis. If offered volunteer service, I will abide by Carson City's policies, practices and procedures.
- 6.

**I ACKNOWLEDGE THAT I HAVE READ AND FULLY UNDERSTAND
THE TERMS AND CONDITIONS OF THE VOLUNTEER RELEASE
STATEMENT.**

Signature of volunteer

Date

VOLUNTEER MANUAL

CARSON CITY

ANIMAL SERVICES

3770 BUTTI WAY

775-887-2171

APRIL 2011



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WELCOME TO CARSON CITY ANIMAL SERVICES

Volunteers are so important to provide services that mean so much for the animals in our shelter! We look forward to having your energy and time to make a difference in the lives of homeless animals.



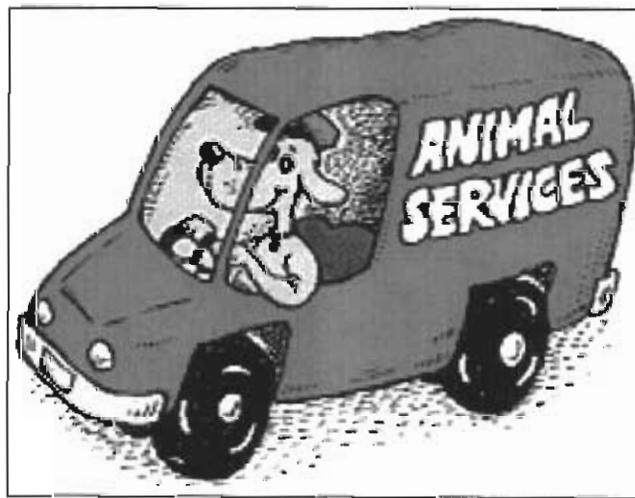
HOW DO I BECOME A VOLUNTEER?

- ✓ Submit your completed Volunteer Application to Human Resources at City Hall located at 201 N. Carson Street.
- ✓ Your application will be reviewed by the Volunteer Coordinator and it will be determined if your interest, experience and time availability match our current volunteer needs. If they do, the Volunteer Coordinator will contact you and schedule a personal interview. If they don't, you will be informed in writing and your application will be kept on file for 6 months so that we may contact you at a future date.
- ✓ Attend the City Humane Resources Orientation.
- ✓ Attend and complete the shelter Volunteer Orientation, which includes training in dog and cat handling techniques.
- ✓ Sign the Volunteer Agreement
- ✓ Set up your volunteer assignment and schedule with the Volunteer Coordinator. You will receive a CCAS Volunteer badge.
- ✓ Begin Volunteering!

CCAS RESPONSIBILITIES

The responsibilities of Carson City Animal Services (CCAS) are to:

- ✓ Enforce state and local animal laws
- ✓ Provide a safe and secure shelter for stray, abandoned and relinquished pets
- ✓ Reunite identified lost pets with their owners
- ✓ Adopt those pets that are not reunited with their owners into new, loving, responsible homes
- ✓ Respond in a timely and professional manner to public complaints about animal nuisances, animal bites and animal neglect/cruelty
- ✓ Educate the public about the importance of responsible pet care and spaying & neutering
- ✓ Treat every animal at the shelter with kindness and respect



CCAS PROGRAMS AND SERVICES

CCAS is dedicated to protecting, sheltering and promoting the welfare of animals in our community. Each year, thousands of animals come through the door of the CCAS shelter, some lost, others abused or neglected, sick, injured and unwanted... all in need of our help. Through working with other animal welfare and rescue organizations and the public, we strive to provide the animals and the people of Carson City with workable solutions to a variety of animal related needs. Volunteers are a critical component of our shelter and donate hundreds of hours, working in many important areas of the organization's operations.

Carson City Animal Services is charged with enforcing Carson City Municipal Code (CCMC) Title 7 and Nevada Revised Statues (NRS) Title 50, pertaining to domesticated and agricultural animals.

RABIES CONTROL

CCAS helps control the spread of rabies to other animals and to people by the following activities: picking up stray dogs, licensing dogs that have been vaccinated against rabies, investigation and quarantine of biting animals, investigation and quarantine of animals that have been in contact with a possibly rabid animal.

SHELTER SERVICES

CCAS operates a shelter for stray, abused/neglected, and unwanted or homeless animals. The shelter offers the following services:

Enforcement Services: CCAS enforces a variety of state and local laws pertaining to domesticated and agricultural animals.

Adoption Services: CCAS has found new, loving and responsible homes for thousands of homeless animals. Our shelter is open 5 days each week for adoptions. In addition, nonprofit organizations, such as Carson Tahoe SPCA (CTSPCA) assist with adoptions at Petsmart, and sometimes take our shelter animals to offsite events. Adoption services are vital to help reduce the euthanasia of healthy, adoptable animals.

Lost and Found Services: CCAS lost and found pet program reunites many lost animals with their owners. CCAS staff works to successfully return lost pets to their owners. People looking for their lost pets are also provided with information that guides them through the process of searching for their lost pet.

Spay/Neuter: When there is sufficient funding to do so, CCAS insures that every animal is spayed/neutered before it enters new home.

Youth and Adult Education: CCAS recognizes the important role humane education plays in teaching the youth and adults in our community about compassion, responsible pet ownership, the importance of spay/neuter, dog bite prevention, and more. One of our staff members presents programs at local schools and community organizations, and we invite local groups to visit the shelter for educational field trips.

Disaster Preparedness: When necessary, the CCAS assists in housing and caring for animals that may be displaced during natural disasters. Our shelter doors are open, and our staffs are ready to assist the people and animals of our community when disaster strikes. Our staff also provides community education on the importance of advance preparations for animals in the event of a disaster, and may assist in the rescue of animals during disasters.

Foster Care: CCAS approves homes for the fostering of shelter animals. There is a tremendous and varied need for this program throughout the city. Foster homes are used to care for animals for a variety of reasons: lack of space at the shelter, animals that need a more home-like environment because they are too stressed by being in a shelter environment, medical needs of the animal that can't be provided at the shelter and animals that are too young to be at the shelter.

Through the help of caring people like you, Carson City Animal Services is able to better serve our community and protect shelter and care for our community's animals.

Thank you for your support and volunteer activities! You are helping us make a difference in animal lives and in our community!



SHELTER FACILITY AND POLICIES

FACILITY

At the present time, CCAS shelter is equipped with 13 stray hold kennels and 19 adoption kennels for dogs, and 10 stray cages and 16 adoption cages for cats.

ADMISSION POLICY

CCAS is committed to protecting and promoting the health and welfare of domesticated and agricultural animals in Carson City. However, due to the size and facility limitations, CCAS will only accept animals that are picked up as strays; owner-relinquished animals are accepted as space allows. Owners that must relinquish their pets are also referred to the Nevada Humane Society and CTSPCA for assistance.

CCAS strongly believes that euthanasia of healthy, adoptable shelter animals is an unacceptable means of controlling pet overpopulation. However, it is unfortunately necessary in some cases due to animal medical or behavior problems. CCAS is committed to working with community organizations to help find all adoptable animals in Carson City a loving, responsible home.

ADOPTION POLICY

*A **stray** animal can be considered by shelter staff as a possible adoptable animal only when it has not been claimed by the owner after the legal holding period of **72 hrs**.*

*An **owner surrendered** animal can be **immediately** considered by shelter staff as a possible adoptable animal.* Those owner surrendered animals that are not considered adoptable by shelter staff will be held for 72 hrs before they are euthanized, unless it is determined that the animal is suffering. This waiting period gives the owner the opportunity to reclaim the animal if they change their mind.

An animal is made available by shelter staff for adoption when:

- ◆ CAT: It has successfully completed a physical examination and received vaccinations. All cats are also microchipped once they are adopted and before they leave the shelter.
- ◆ DOG: It has successfully completed a physical examination, passed a behavior evaluation, and vaccinations. All dogs are also microchipped once they are adopted and before they leave the shelter.

Prospective adopters are encouraged to meet with the Kennel staff, who will provide guidance during the process of animal selection. The prospective adopter must then complete an application after there is a determination made by the Kennel staff that the adopter and animal are a good match.

Adoption fees are:

Dog: \$90

Cat: \$70

All adopters must be in compliance with all city ordinances, including licensing any other dogs on the property.

Volunteers are allowed to adopt any animal available for adoption. However it is recommended that volunteers wait at least 2 months after beginning to volunteer-- to avoid the "taking them all home" syndrome. Volunteers do not receive special consideration in adopting an animal. Adoption policies apply to the staff and the volunteers equally.

ANIMAL CARE STANDARDS

Carson City Animal Services policies and procedures are fundamental to providing proper animal care. These include (but are not limited to):

- ✓ providing all incoming animals with a basic health check to be performed by the CCAS staff;
- ✓ providing testing for specific diseases, appropriate vaccinations and once an animal is adopted, microchipping before an animal leaves the shelter.
- ✓ separating animals by species, sex, age and health status whenever possible and necessary;
- ✓ housing animals in a way that minimizes stress and disease transmission;
- ✓ providing animals with proper food and water, protection from the elements, adequate ventilation and temperature control, exercise, human interaction, and necessary and reasonable veterinary care;
- ✓ accepting previously adopted animals when they are returned by an adopter for any reason;
- ✓ using humane methods when animals must be euthanized;
- ✓ preventing the reproduction of shelter animals by spaying and neutering them before they are adopted to new homes.

EUTHANASIA POLICY

Definition:

“1. an easy and painless death 2. act or method of causing death painlessly, so as to end suffering”

To humanely destroy or "put to sleep" are terms we use for what eventually happens to the unwanted surplus animals in shelters everywhere.

Euthanasia is a subject that is difficult to accept as a reality, which affects millions of dogs and cats nationwide.

No time limit for length of stay is set other than the required time periods specified on page 8. We are constantly working with various breed rescue groups to assist us in placing healthy, adoptable animals. These efforts help to significantly reduce the euthanasia of these animals.

Increasing the public's awareness of euthanasia and the tragedy of pet overpopulation is good education and incentive for people to understand the necessity of spaying and neutering their pets.

Euthanasia Selection Criteria:

euthanasia is not a desirable solution to our community's pet overpopulation problem.

Rather, we strive to provide programs that address our commitment to solving the problems that necessitate the killing of homeless and unwanted animals. These include spaying and neutering of animals prior to entering a new home, humane education in the schools and a variety of other programs. It is our goal to eliminate euthanasia of healthy, adoptable pets at our shelter, and we are currently achieving that goal!

In determining which animals are healthy and adoptable, we consider age, health, temperament and behavior, physical condition, and likelihood of adoption. We also consider other questions such as:

1. What are the prospects for providing this animal with a quality life?
2. Is the animal in pain or distress and is there hope of alleviating this pain to allow for a quality life?
3. Does keeping this animal in its present condition or mental state, present health or safety risks to other animals or people?
4. Taking into consideration fiscal and practical limitations, does keeping this animal alive reduce the ability to care humanely for other animals in need?

All animals that must be euthanized receive a painless injection of Sodium Pentobarbital by trained shelter staff. Animals that are showing significant

signs of stress will first be given a sedative. Breathing stops from the depression of the respiratory system and a ceasing of the heart action quickly follows. This procedure is usually very fast and is painless for the animal.

CCAS is dedicated to providing humane treatment of all animals in our care.

DANGEROUS, DISTRESSED, DISEASED, OR INJURED ANIMALS

Animals that clearly present a potential hazard to animals and/or humans because of disease or aggression should be euthanized. Those animals that develop aggressive tendencies or suffer from severe psychological distress may also have to be euthanized. CCAS will keep accurate records of all euthanasia and why it was administered. The following reasons for euthanasia are listed below.

REASONS FOR EUTHANASIA

1. Medical -Untreatable: Terminal illness or injury, severe chronic illness or other serious medical condition that will cause on-going suffering for the animal.
2. Temperament: Animals that are aggressive, failed the behavior evaluation, untouchable or extremely timid after shelter staff have worked with them, or otherwise have a temperament problem that would make it impossible or highly unlikely for them to safely or humanely adjust to a new home.
3. Biter: Animals who have attacked another animal or person, have inflicted a serious aggression-related bite, have a history of biting or suspicion of rabies combined with a bite or scratch.
4. Feral: Animals who are feral (wild, not social with people) with little apparent potential for socialization.
5. Court Order: Animals euthanized at the direction of a judge, hearing officer and/or other public official with such authority.
6. Owner Released: Animals who were turned in by their owners for the specific request to be euthanized.
7. Wildlife: Animals that are, or are considered to be, wild by governing authorities, if they are suffering or if there is not a wildlife rescue group that can take them.
8. Old Age: Animals that is so old that they no longer have potential for a quality life or adoption.
9. Medical -Treatable: Non-contagious treatable medical condition such as skin problems, broken limb, abscess or problems that could be fixed with treatment and/or time. Euthanasia may have to be used for these animals

if there are not sufficient resources at the shelter or in foster care to adequately treat the animal.

10. Medical -Contagious: Medical problem such as URI, kennel cough, ringworm or less severe cases of mange that are actually very treatable, but highly contagious in a shelter environment. Euthanasia may have to be used if there are not sufficient foster care resources to care for these animals.

11. Unweaned: Animals that are unweaned or underage, if there are not sufficient foster care resources to care for these animals.

12. Behavior: Animals that have behavior problems such as separation anxiety, timidity, or lack of socialization that does not improve while at the shelter and there are not sufficient foster care resources to work with the animal.

13. Kennel Stress: Animals that have marked changes in behavior due to an extended stay in the shelter, or cannot adapt to shelter life, if there are not sufficient foster care resources to care for these animals.

14. Space: Animals are rarely, if ever, euthanized for no other reason than lack of space in the shelter. The shelter's foster care and adoption programs that have developed over the past several years have generally eliminated the need to euthanize animals due to lack of space alone.

SOME OF OUR ROLES REGARDING EUTHANASIA

1. *Actions to prevent euthanasia*

- ✓ Advocating for an animal
- ✓ Establishing and placing in foster homes
- ✓ Promoting adoptions
- ✓ Educating the public

2. *Deciding* which animals will be euthanized

3. *Performing* euthanasia (including holding and injecting)

4. *Justifying* euthanasia (explaining why animals are euthanized at all or why a particular animal was euthanized)

5. *Grieving* for the animals who have been euthanized

Primary Grievers: Those who are most directly involved in deciding who dies and those who perform euthanasia. Also, individuals who have become especially attached to an animal.

Secondary Grievers: Anyone involved in the shelter environment where animals are euthanized.

REQUESTS FROM PRIMARY GRIEVERS TO SECONDARY GRIEVERS

Grieve the animals.... but please don't blame the ones who decided or performed the euthanasia. Don't expect those who must make moral decisions and perform euthanasia to be your source of support. Take care of your own feelings in ways that don't make the euthanizer's job even more morally difficult.

It's OK to ask about what happened to an animal...it's not OK to judge. Be sensitive about how and when you ask about disposition, and accept the answer you hear.

It's OK (and wonderful!) to be an advocate to save an animal special to you...but please, don't advocate if you are not willing to give your energy to foster, make calls for placement, etc.

INTERACTING WITH STAFF ABOUT EUTHANASIA: EXAMPLES OF WHAT IS NOT OK TO SAY OR ASK STAFF:

- o Don't euthanize that one
- o Why can't you save that one?
- o That was a really good dog, why did you have to kill it?
- o Are these cats/dogs going to be killed today?

GENERAL VOLUNTEER INFORMATION

HOURS OF SHELTER OPERATION

Tues through Sat: 8:00am-5:00pm. Adoption viewing 12:00pm-4:30pm

Monday, Sunday & Holidays: Closed

HOURS AND DAYS FOR VOLUNTEER OPPORTUNITIES

Volunteers may work at the shelter from 12:00am-4:30pm Tues-Sat.

Exceptions may be made for volunteers to assist on Mondays, Sundays and/or Holidays.

TYPES OF VOLUNTEER OPPORTUNITIES

There are a variety of volunteer opportunities available to assist the shelter. See page 14 for more details.

ADOPTION EVENTS AT SHELTER/OR OFFSITE (TBD by Volunteer Coordinator)





VOLUNTEER OPPORTUNITIES

There are a variety of ways you can help animals at the shelter. Each activity is described below.

All volunteers are required to complete a Volunteer Application, attend the Volunteer Orientation and be trained, at a minimum, in Basic Dog and Cat handling before volunteering can begin. Other specific training may be required, as identified.

- **Dog Exercising:** The dogs at the shelter are housed in kennel runs. For their mental and physical well-being, they need time each day out of the run to exercise and play. As a dog exerciser, you will take dogs, generally one at a time, from the adoption kennels to a fenced exercise yard and play with them, or walk them in the designated area near the shelter, and then return them to their kennel run.
- **Cat Socializer:** Many of the cats stay at the shelter for an extended period of time. It is important that these animals receive love, attention and the human touch to ensure their healthy disposition so they can be adopted. You can carefully take cats out of their cages and hold, brush and pet them, play with them while they remain in their cage, or play with them out of their cage in the play area.
- **Foster Care:** Provide a temporary home for those animals at the shelter that need foster care, as identified by the Volunteer Coordinator. Foster care providers generally care for animals for varying periods of time, depending on the age and condition of the animal fostered. *This position requires specific training in foster care.*
- **Behaviorist:** If you have experience in dog training, this job is for you! Work with dogs that have identified behavior problems (jumping up, pulling on leash) to correct those problems and thereby increase their chance for being adopted. Also work with dogs to reinforce any training that a dog may already have.
- **Special Events Assistant:** Help organize special events held at the shelter/or offsite. To be determined by the Volunteer Coordinator.
- **Humane Education Assistant:** If you have a background in teaching and experience with working with animals, this volunteer opportunity is for you! Help Teach respect and the proper care of animals, and animal safety to children and adults.
- **Grounds Maintenance:** Like to get your hands dirty? Help maintain and improve the outside area at the shelter.

VOLUNTEER POLICIES

Whether you are volunteering to work with dogs, cats, in one of our many other volunteer areas; your desire to help homeless animals is greatly appreciated!

Through the dedicated assistance of volunteers, Carson City Animal Services will maintain the quality of services offered through our current programs, and will be able to expand the services we offer to the community.

As a volunteer, you will experience the satisfaction of having made life more comfortable for animals at the shelter. You will have the opportunity to contribute your individual talents towards making our community more aware of responsible pet ownership, and you will have the chance to be part of an effective and successful working team.

GOALS OF THE VOLUNTEER PROGRAM

- ❖ To provide a formal framework of policies, procedures, and standards for the recruitment, training, evaluation, and recognition of CCAS Volunteers
- ❖ 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 CCAS and its animals in the way they feel most comfortable, through direct (exercising dogs, socializing cats) or indirect services to the CCAS.
- ❖ To increase community and individual awareness of animal issues, such as overpopulation and responsible pet ownership, by forming and maintaining a group of volunteers committed to the responsibilities of CCAS.

EXPECTATIONS OF VOLUNTEERS

- ❖ To abide by the Volunteer Policies of the CCAS.
- ❖ To support CCAS programs and services.
- ❖ To help with the care and socialization of animals and assist with placing them in new loving homes.
- ❖ To develop a knowledge of the humane and ethical treatment of animals.
- ❖ To help create a positive attitude toward the necessity of spaying and neutering through education, service and public relations.

VOLUNTEERS CAN EXPECT

- ◆ To be treated fairly with consideration and respect by employees of CCAS.
- ◆ To be given appreciation and encouragement for their volunteer work.
- ◆ To have the opportunity to share ideas, thoughts, and suggestions openly and honestly with the Volunteer Coordinator for thorough assessment.
- ◆ To participate in orientations and on-the-job training to gain knowledge of CCAS programs, services and the care and welfare of animals.

VOLUNTEER ETHICS & RULES OF CONDUCT

- ◆ Show a genuine interest in and respect for the responsibilities of the CCAS.
- ◆ Be present and on time for commitments made. The animals and other volunteers rely on you to honor your scheduled shift commitments. Notify the Volunteer Coordinator immediately if you cannot meet your time commitment for any reason.
- ◆ Respect the confidentiality of information.
- ◆ Sign in and out each time you volunteer at the shelter. The Sign In/Out sheet is on the Volunteer Board.
- ◆ Wear your volunteer nametag at all times when volunteering at the shelter.
- ◆ Do not interrupt shelter staff in the performance of their duties unless you have a pressing question or there is an emergency. Keep conversation in the lobby area to a minimum because it makes it difficult for shelter staff to conduct phone calls and business with the public. The shelter is not to be used as a place to "hang out"—when your volunteer job is done, leave the shelter.
- ◆ Maintain a neat and clean appearance and conduct yourself in a professional manner. Your appearance and conduct reflect directly on the CCAS.
- ◆ Do not express negative feelings and emotions to the public. Working with animals is not always easy. Dealing with people and animals, at times, can cause strong emotional reactions. What you do and say affects the public's view of the CCAS, so be courteous and empathetic at all times.
- ◆ Notify CCAS staff immediately if you observe a problem regarding the safety or health of an animal, a missing animal or an animal that escapes from you.
- ◆ Demonstrate loyalty to the CCAS programs, services and staff.
- ◆ Don't go into restricted areas unless you have been asked to do so by a staff member or have received permission to do so for a specific reason.

Restricted areas are: the stray kennel, isolation room, clinic room, euthanasia room. Interior dog kennel, staff parking, sheds, trailer/supply storage area.

- ❖ Do not advocate unavailable animals for adoption. Stray animals may not be shown to the public for adoption until after mandatory holding period. Volunteers must not handle animals under protective custody, stray hold or quarantine.
- ❖ Provide only those services to the animals that you are approved to perform by the Volunteer Coordinator
- ❖ Pay close attention to the color code on kennel card for each animal! Restrictions of food and exercise may be noted on these cards and must be followed by all volunteers.
- ❖ Do not take puppies/kittens out of kennels unless authorized to do so by kennel staff! This is to prevent possible exposure to diseases.
- ❖ Direct questions from the public about adoptions to the shelter staff. However, you may answer questions about the animal's breed, age, gender, etc. that is posted on the Kennel Card on the kennel door. See sample Kennel Cards on pages 25-27.

DRESS CODE

Volunteers are just as much a representative of CCAS as our staff, and safety is also a concern. Volunteers should have a neat and clean appearance when arriving at the shelter. Volunteers are asked to wear appropriate clothing and footwear for their assigned duties. (Long pants and work boots or closed toed shoes with good traction are recommended for dog walkers.) Bleach is often used as a cleaning agent, and volunteers are asked to be aware that this may damage clothing.

PARKING

Volunteers should park in volunteer designated parking only.

LUNCH and BREAKS

Take your breaks outside or in your vehicle.

SMOKING

Smoking is not permitted in the CCAS shelter or vehicles. Smoking is permitted outside only at the designated parking area. No smoking while handling the animals!

USE OF ASSIGNED EQUIPMENT AND SUPPLIES

Volunteers are responsible for any or all equipment, supplies and uniforms assigned to them. Intentional damage to or loss of property could be cause for dismissal.

STORAGE OF PERSONAL ITEMS

You should leave your purse, wallet, and belongings in your car or at home since there is no other convenient (and secure) place to keep them inside the shelter. CCAS is not responsible for any lost items. Fanny packs are excellent for holding personal items during volunteer activities.

ELECTRONIC DEVICES

The use of electronic devices that you may bring to the shelter is prohibited while volunteering unless there is an emergency or arrangements must be made for transportation from the shelter. These activities take your time and attention away from the volunteer job you are at the shelter to perform.

PERSONAL INFORMATION

CCAS will not, unless authorized by you, release your telephone number or address to anyone. Your name and address information will be treated as confidential information. However, your name will be on the Volunteer Sign-In Sheet and calendar.

Please advise the Volunteer Coordinator if you move, or change your work or home telephone number, or the telephone number of your emergency contact person.

PERSONAL VISITORS

Volunteers are discouraged from receiving personal visitors, except in emergencies. If a personal visitor arrives at the shelter, they should be instructed to wait outside in front of the building until the volunteer is off duty.

PERSONAL PETS

Volunteers may not bring their personal pets to the shelter during their volunteer shift.

TIPS AND GRATUITIES

Volunteers may not solicit or accept tips or gratuities. If visitors to the shelter are insistent, they should be encouraged to make a donation to Carson City New Hope donation fund.

BUNDLES AND PACKAGES

CCAS reserves the right to inspect any and all bundles or packages a volunteer brings onto or removes from the premises. Failure to comply with such a request may result in dismissal. This is to ensure the safety of all the animals, employees, customers, and other volunteers.

MEDIA INTERVIEWS

Situations arise in which the media (television, newspaper, and/or radio) may make inquiries of CCAS employees or volunteers. This would normally occur at special events, during field rescues, or as a result of unexpected media visits to the shelter. All inquiries from the press should be directed to the Animal Services Manager. A volunteer should make no statements to the press without the express permission of the Animal Services Manager or Director. If a volunteer is not authorized to talk to the press, and is approached by the press, the volunteer should be courteous but inform the media person that they must talk to a staff person authorized to make statements to the press.

COMMITMENTS

The animals, staff, and the other volunteers rely on you to honor your volunteer shift commitments. In case of illness, tardiness, or vacation, please contact the Volunteer Coordinator as soon as possible so efforts can be made to find a substitute for your shift.

RESIGNATION

If you will not be able to continue your volunteer activities, if at all possible, we ask that you give at least two weeks notice to the Volunteer Coordinator.

DISMISSAL

Occasionally situations or circumstances will arise that require the dismissal of a volunteer from his/her position. Dependent upon the circumstances of each case, the process is generally, but not limited to, the following:

- ✓ Initially, the Volunteer Coordinator will verbally discuss the issue with the Volunteer and specify the corrective action needed.
- ✓ If the correction is not made, the Volunteer Coordinator will discuss the issue again with the volunteer. If the correction is still not made, the volunteer will be dismissed.
- ✓ The Volunteer Coordinator may decide to immediately dismiss the volunteer at any time for any reason.

REASONS FOR DISMISSAL

- ✓ Mistreatment of animals—either by acts of commission or omission.
- ✓ Negligence or willful misconduct on the job causing personal injury, harm to an animal, or property damage.
- ✓ Failing to adhere to CCAS policies and procedures.
- ✓ Insubordination to CCAS staff, volunteers or other city staff.

- ✓ Reporting for assignment (either at the shelter or at an event) without control over mental faculties or emotions or while under the influence of alcohol, medications, or any other controlled substance that impairs the judgment or reflexes to the extent that it might adversely affect job performance or endanger the volunteer, other people, animals, or CCAS property.
- ✓ Being in possession of alcohol, illicit drugs, or any other controlled substance on CCAS grounds or at an event.
- ✓ Sale or possession of alcohol or illegal drugs while on or off duty while on or off premises owned or controlled by CCAS.
- ✓ Conviction of a crime, when the nature of the crime reflects adversely on CCAS or affects the volunteer's ability to effectively perform assigned duties.
- ✓ Possession of concealed or deadly weapons (guns, knives, etc.) and/or explosives or explosive devices on CCAS property or at an event.
- ✓ Theft of CCAS property, or property belonging to employees, other volunteers, or visitors.
- ✓ Falsifying documents.
- ✓ Disclosing confidential information.
- ✓ Removing CCAS property or records from the premises without authorization.
- ✓ Defacing CCAS property, records or documents.
- ✓ Removal of any shelter animal from the premises without the authorization of the Volunteer Coordinator.
- ✓ Theft of CCAS animals.
- ✓ Providing false or unauthorized information about the CCAS or any employee, volunteer, member of the public or to the media.
- ✓ Seeking or accepting personal gifts, gratuities, bribes, or rewards.

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 Volunteer Coordinator. It is important that we resolve problems that arise so that we can work together effectively as a team.

QUESTIONS AND CONCERNS

If you have any problems or questions as a volunteer for CCAS, please address them to the Volunteer Coordinator. The Volunteer Coordinator is the supervisor of all volunteers.

We appreciate your cooperation on all of the above policies. Our common goal is helping our community residents and animals!



**CARSON CITY
ANIMAL SERVICES
VOLUNTEER AGREEMENT**

I have read and understand the Volunteer Handbook, and agree to follow the CCAS and Volunteer Policies and Procedures at all times while performing my duties as a volunteer of Carson City Animal Services.

Printed Name

Signature

Date

E-mail address: _____

I agree to commit to at least 40 hours per year and to attend annual training to keep my volunteer status current.

Signature

EMERGENCY CONTACT INFO

Emergency Contact Name _____

Emergency Contact Phone _____

VOLUNTEER GUIDELINES

DO:

- ✓ familiarize yourself with the color coded kennel cards so you can have appropriate information for which animals to handle.
- ✓ know the legal limitations of how many animals are allowed per residence.
- ✓ note positive and negative behavioral observations on the Comment Form each time you handle the animal. These comments can be very helpful to potential adopters in selecting a pet.
- ✓ be aware of any restrictions noted on the kennel card (color code) for each animal. See the color code page for further information about kennel card notations.
- ✓ be empathetic to people and companion animals.
- ✓ observe disinfecting procedures. Wash your hands between handling of animals. There is a hand sanitizer inside by volunteer station.
- ✓ be responsible for cleaning up after yourself, whether in the lobby, cat room, play area or kennels.



DON'T

- ✓ handle an animal that is too big, strong or energetic for you to safely handle!
- ✓ lay "guilt trips" on potential adoptive homes by telling people the animal will die if they don't adopt it.
- ✓ gossip or get involved in arguments with volunteers, customers or staff.
- ✓ ignore policy or rely on your personal feelings as being policy.
- ✓ involve yourself with business being handled by CCAS staff.
- ✓ openly question or criticize euthanasia decisions with staff.
- ✓ interrupt an adoption in progress for less than a very important reason.
- ✓ let members of the public, especially children, handle any animal without you or a staff member being in control of that animal.
- ✓ give toys or treats that are not approved by the Volunteer Coordinator.
- ✓ feed the animals.
- ✓ enter a kennel, put your hands in a kennel, remove an animal from a kennel or cage, or agitate any animal marked "**DO NOT TOUCH**" or "**NOT AVAILABLE FOR ADOPTION**" no matter how friendly it may appear. This is for your safety and for the protection of the animal.
- ✓ try to break up a dog or cat fight! Report the incident to the CCAS staff immediately.

We hope that these volunteer guidelines will help make your experience a productive and positive one.

BLUE KENNEL CARD

These dogs are available to be walked by all volunteers (18 and over) and staff.

- Friendly, easy – going dog
- Completely friendly to people and friendly
- Completely dog friendly
- No treat/food/toy (resource) issues
- No barrier issues

ORANGE KENNEL CARD

These dogs are to be walked only by skilled volunteers (18 and over) and staff.

- Not aggressive towards humans
- Dog may have barrier issues
- Dog who is shy/timid
- Dog may have some minor issues with other dogs (okay to walk near other dogs, but may respond if provoked by another dog)
- Dog that does not have issues, but is large or physically strong

WHITE KENNEL CARD

*These are Unavailable dogs, **NOT** to be walked by volunteers.*

CARSON CITY ANIMAL SERVICES STAFF DIRECTORY

2011



MANAGER:

Gail Radtke

ANIMAL SERVICES OFFICERS:

Tony Baker

Shadow Kelly

Kevin McCoy

KENNEL ATTENDANTS:

Tony Howard

Sean McCracken

Jesse Albin

OFFICE STAFF

Celia Walker

Katie Jallo

CONTRACT VETERINARIAN:

Katie Roberts, DVM

VOLUNTEER COORDINATOR:

Tonya Ruffner

EMERGENCY INFORMATION

INJURY

If you are injured while volunteering for the CCAS, report the injury immediately to the Volunteer Coordinator or CCAS staff. You may be referred to seek medical attention from your own doctor. After medical attention has been rendered, if needed, the injured volunteer will need to describe (in precise detail) what happened and where, when and how it happened. An "Accident Report" form must be filled out as soon as possible and submitted to the Volunteer Coordinator.

First Aid Kits for the treatment of minor cuts or scratches are located in the designated areas.

Volunteers are encouraged to consult a physician, at their own expense, to decide whether or not to be vaccinated against tetanus and rabies.

RISK OF ANIMAL-RELATED INJURIES

There are inherent risks in working with animals. Some of the animals at the shelter have unpredictable natures, and handling these animals can result in injuries. We make every effort to screen out unpredictable animals and restrict volunteers from handling them. CCAS also makes every effort to provide effective animal handling training to all our volunteers to prevent injuries.

It is impossible to guarantee that a volunteer will not be bitten or scratched when handling animals. Therefore we require all volunteers of CCAS to sign a release form and strongly encourage volunteers to carry medical coverage.

The release form, which is part of the Volunteer Application, states that the volunteer fully and forever releases and discharges CCAS and its agents, employees, directors and liability insurance carriers from all actions, damages, or judgments that the volunteer may have against CCAS for all personal injuries arising out of volunteering for CCAS.

It is required that a volunteer report all animal-related injuries immediately. In accordance with State law, and for your safety, the animal you were injured by may be tested or quarantined and monitored for any signs of rabies.

Failure to report an animal-related injury is grounds for dismissal.

EMERGENCY EVACUATION PROCEDURES

In the event of an emergency requiring evacuation of the premises:

1. Immediately evacuate the building and assemble at the Emergency Evacuation Assembly Station (located at the Cemetery)
2. The Volunteer Coordinator will take the volunteer sign-in sheet as they evacuate the building in order to perform a roll call and ensure that all persons have evacuated the building.
3. The shelter staff is responsible for phoning 911, assuring personnel are evacuated from the premises, and leading any animal evacuation if needed or possible. If appropriate, the Fire Department or other trained professionals will assume responsibility for rescue and medical aid duties.



ANIMAL HEALTH INFORMATION

- We recommend that all of your own animals are up-to-date with the following vaccinations to prevent the transmission of viruses or contagious diseases:

DOGS

DHLPP: Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus

BORDETELLA: Kennel Cough

RABIES: Rabies

CATS

FELV: Feline Leukemia Virus

FRCP: Feline Rhinotracheitis, Calicivirus, Panleukopenia

RABIES: Rabies

Please consult your veterinarian regarding recommendations for any further vaccinations.

ANIMAL DISEASES

CANINE DISTEMPER Similar to the human measles virus, this is the most commonly known infectious disease of the nervous system in dogs. However it is rarely seen at this time due to vaccination, which protects dogs. It is a highly contagious, often fatal virus and is excreted in the saliva, respiratory secretions, urine, and feces and is transmitted through the air (sneezing and coughing) and by contaminated objects (in the same way a cold virus spreads in people)

Symptoms: loss of appetite, yellowish diarrhea, difficulty breathing, seizures, behavior changes, weakness, lack of coordination, thick discharge from the eyes and nose, sometimes thickened cracked footpads.

CANINE PARVOVIRUS A highly contagious and often lethal virus. Can affect dogs of any age, however, puppies are the most susceptible. The virus is shed in the feces of infected dogs, and the disease is spread by direct contact with infected material. Dogs are usually infected when they swallow the virus after licking contaminated material. Direct dog-to-dog contact isn't necessary to spread the disease. The virus can be picked up simply by walking through a yard contaminated with infected feces or by contact with kennels or other objects that have been contaminated by an infected animal. Your pet could be exposed to the virus from your shoes after you've walked through an infected area. The virus is resistant to most common disinfectants and household detergents, but thorough cleaning with

household bleach will kill the virus; a dilution of one part bleach to thirty parts water is recommended. See Parvovirus Fact Sheet, page 34.

Symptoms: Following exposure, symptoms usually occur in five to eleven days. Some puppies suffer sudden death, or succumb with retching, convulsions, or foaming at the mouth; more typically, puppies and adults suffer anorexia, bloody diarrhea, and vomiting with fever.

KENNEL COUGH Canine infectious tracheobronchitis, also known as kennel cough, is a highly contagious upper respiratory disease. The disease causes an inflammation of the dog's larynx, trachea, and bronchi (tubes leading to the lungs.) All dogs are susceptible, but the disease is most common in dogs exposed to crowded conditions, such as kennels (hence, the name), dog shows, or other stressful conditions. The disease can be caused by any one or a combination of several different infectious agents. The most common culprits are bacteria called *Bordetella bronchisptica*, the canine parainfluenza virus, and the canine adenovirus-2. Infection is spread through the saliva and nasal secretions and may occur by direct nose-to-nose contact. However, coughing also transmits the agents through the air from one dog to another. Signs develop four to six days following exposure. See Kennel Cough Fact Sheet, page 35.

Symptoms: Chronic, high-pitched, hacking cough prompted by excitement, drinking, or pressure against throat, occasionally, *eye* or nasal discharge, slight fever, or loss of appetite can occur.

RABIES Rabies is a virus that causes a devastating neurological disease that affects the brain, causing symptoms that are similar to meningitis. Once symptoms develop in animals, the disease is always fatal. Infection requires direct contact with an infected animal. The usual transmission is through a bite that introduces infective saliva into the wound. There, the virus proliferates until it reaches the nerves, which carry the infection to the spinal cord. Ultimately the virus reaches the brain, whereupon symptoms develop. Animals are thought to be infectious only shortly before and during the time they show symptoms. Therefore, a biting animal capable of transmitting disease at the time of the bite will typically develop signs within a ten-day period. For that reason, ten days is the recommended period of quarantine.

Symptoms: refusal to eat or drink, hiding, depression, drooling, throat paralysis and inability to swallow. Or vicious, violent behavior, excessive vocalizing, chewing or eating wood, rocks, or other inedible objects. The rabies virus is sensitive to many household detergents and soaps.

Should you or your pet suffer a bite, thoroughly wash the wounds with soap and hot water to kill as much virus as possible, then consult a doctor or veterinarian immediately. The postexposure vaccine available for people is virtually 100 percent effective when administered in the right period of time.

FELINE LEUKEMIA Feline leukemia is a virus that is spread from cat to cat in saliva, through bite wounds, by prolonged casual contact (mutual grooming and sharing of food and water dishes and litter boxes) and from infected mothers to their kittens. Most at risk of infection are cats that spend time outdoors and have contact with other cats that may already be infected. This virus is by far the leading cause of cancer in cats, can cause severe anemia, and it incapacitates the immune system making the cat susceptible to a variety of secondary infections.

Symptoms: Loss of appetite, lethargy, vomiting, diarrhea, depression, jaundice, anemia, difficulty breathing.

FELINE CALICIVIRUS/RHINOTRACHEITIS, or Upper Respiratory

Infection (URI): Feline Calicivirus is a virus that causes illness, similar to a cold in humans. All cats are susceptible to infection, but as with most other infectious diseases, youngsters tend to get the sickest. Rarely an infected cat will come down with pneumonia, and some cats develop ulcers in the mouth or nose or even on the eye.

Symptoms: Sneezing, runny eyes and nose, fever, and loss of appetite are typical symptoms

FELINE PANLEUKOPENIA Feline Panleukopenia, also called feline distemper, is a highly contagious and deadly viral disease. Although uncommon, panleukopenia outbreaks still occur, especially where groups of cats and kittens are housed together. The disease is spread by direct contact with infected saliva, urine, vomit, or feces, or indirectly through contact with contaminated objects.

Symptoms: Depression, loss of appetite, high fever, lethargy, vomiting, dehydration, hanging over the water dish.

AVOID TAKING DISEASES HOME! Wash/sanitize hands and consider changing your shoes & clothes before returning home.



PARVOVIRUS FACT SHEET

WHAT IS PARVOVIRUS?

Canine Parvovirus, or “parvo” as it is commonly known, is a virus that usually attacks the canine intestinal tract (canine parvovirus enteritis) and, in rare cases, the heart (myocarditis). First identified in the late 1970’s, the virus is one of the most resistant known; it is able to withstand heat, cold, and most common disinfectants.

HOW IS IT TRANSMITTED?

Parvo is transmitted through the feces and vomit of infected dogs and puppies. The virus can live in feces for about 2 weeks and can exist in the environment (such as on floors or cages) for many months. Because it is so difficult to kill, the virus is easily transmitted by “fomites” such as the hands, clothing, or shoes of anyone who comes in contact with it.

WHAT ARE THE SIGNS?

Signs appear after the disease’s incubation period. The incubation period can last from 3 to 12 days after exposure but usually occurs within 5 to 7 days of exposure. The initial signs of parvo include loss of appetite, vomiting, dehydration, lethargy, fever, and depression. These are often accompanied by malodorous gray or yellow colored diarrhea streaked with blood. Some dogs infected with the virus exhibit no symptoms and never become ill. While others show a few of these signs and recover quickly. Some, however become severely ill, and succumb within 48-72 hours after first exhibiting symptoms.

WHICH DOGS GET IT?

Although the virus can attack dogs and puppies of any age, it is most commonly found in dogs under 1 year. The highest incident is seen in puppies 6-24 weeks old. Generally, puppies are protected through maternal immunity up to about 6 weeks. Many adult dogs are immune because they were either vaccinated or exposed to the illness when they were young. Several studies suggest that certain breeds, including Dobermans, Rottweilers and Pitbulls, may be more susceptible to the disease than other breeds. Studies also indicate that unsterilized animals may be at greater risk than those who have been spayed or neutered. (Animals who have been spayed or neutered are more likely to have been vaccinated and are less likely to roam, thereby reducing their chances of coming in contact with the virus).

HOW IS PARVO TREATED?

Treatment usually includes hospitalization, intravenous fluid replenishment and medication (to control vomiting, diarrhea and secondary infections).

HOW IS PARVO PREVENTED?

The best way to help prevent parvo is to vaccinate dogs against the virus and keep them under control; dogs allowed to roam are likely to come into contact with the virus. Shelters can prevent an outbreak by instituting a vaccination program; ensuring that their kennels are disinfected with a product proven to kill viruses; carefully evaluating and monitoring all animals; minimizing “fomite” transmission; and providing education about the disease.

KENNEL COUGH FACT SHEET

Kennel cough (infectious tracheobronchitis) is a contagious upper-respiratory disease. It is transmitted by an airborne virus, and often complicated by secondary bacterial infection. It occurs more commonly in puppies and young adult dogs. It is often caught at kennels or shelters where dogs are exposed to many other dogs. Because the virus is airborne, normal cleaning and disinfecting of kennel surfaces cannot eliminate it.

Dogs with kennel cough are usually bright and alert, and are usually eating well. They have a dry, hacking cough or bouts of deep, harsh coughing often followed by gagging motions. The gagging sometimes produces foamy mucus. When external pressure is applied to the trachea or larynx, coughing is usually easily produced. Most dogs with kennel cough do not have a fever.

If your dog has these symptoms, consult your veterinarian for treatment. Like the common cold, kennel cough is not "cured," but must run its course. Antibiotics may be prescribed to prevent or cure a secondary infection.

To help prevent the development of pneumonia, dogs with kennel cough should be rested and kept in a relatively warm environment. They should be kept away from other dogs to prevent exposing them to this very contagious disease. Don't assume that any cough is "kennel cough." Most dogs bark almost continuously while sheltered, which can lead to a sore throat or many other upper-respiratory diseases. If there is fever, if your dog is less active than normal, has a decreased appetite, has discharge from the eyes or nose, or has difficulty breathing, or if your dog is older than three years, a more serious problem may be present.

HAVE A COMPLAINT? REVIEW THE FACTS FIRST!

It is often easy to misinterpret animal shelters from the outside. It is equally possible to misunderstand what is observed happening on the inside. The following are some common complaints that may be a misinterpretation or it could be a valid complaint. It is important that as a volunteer of the CCAS Shelter, you discuss any complaint you may have with the Volunteer Coordinator so that you can better understand and contribute to shelter operations.

NO WATER: Many dogs and cats tip over their water bowls on a regular basis. If their water bowls were continuously filled, they, and their kennel would be soaking wet. Therefore, some animals are given water on a periodic basis and not provided water all the time.

NO FOOD: Shelter animals are generally fed once a day—in the morning. Younger, sick and special needs animals may be fed more or less often. Therefore you may not see food in their cages.

SICK ANIMALS: No matter how comprehensive the health program is at the shelter, there may be some sick animals. Staff checks the health of the animals on a regular basis and consults with the contract veterinarian. Sick animals are generally isolated and treated as soon as possible.

DIRTY CAGES: The CCAS shelter staff clean the kennels thoroughly in the mornings and periodically throughout the day. However they cannot keep each kennel totally clean all the time. Cages are often at their worst first thing in the morning before the staff has had a chance to thoroughly clean and disinfect all the animal cages.

ADOPTIONS: No shelter has a crystal ball about potential adopters. CCAS shelter staff may sometimes refuse to adopt an animal to what may appear to a volunteer to be a potentially good owner. Or the staff may approve an adoption to what may appear to be an unsatisfactory owner. CCAS shelter staff try hard to match the right pet with the right adopter and give the new owner realistic and accurate information about the shelter animals.

CRUELTY TO ANIMALS COMPLAINTS: CCAS investigates complaints about animal cruelty and neglect as soon as possible. We do not condone irresponsible, marginal pet owners but often cannot “correct” the situation without owner cooperation. CCAS Officers can only enforce existing laws. All too often, we may witness poor conditions, but if no law is violated, we must limit our actions to educating the owner about improving the care of the animal.

In summary, give the CCAS staff the benefit of the doubt. They are professionals who have a very difficult job to do. However, there are also

times when your ideas can greatly benefit shelter operations. So, consider the facts first and if you still see a problem or have a good idea for change, bring it to the attention of the Volunteer Coordinator.



RESPOND TO THE PUBLIC— COMMON QUESTIONS AND ANSWERS

One of the most important tasks of a volunteer is to assist the public by providing information. As a volunteer for the CCAS shelter, you will often get asked questions about the animals and about shelter operations.

Whether you are at the shelter, or in the community, you are a representative of the shelter. Your attitude and responsiveness to the public reflect directly on the shelter and shelter staff! Therefore it is important that you provide accurate information at all times and that you respond in a professional and friendly manner. If you do not know the answer, or are uncertain, do not guess! Tell the person that you are not sure, but that you will check with shelter staff and get back to them.

Here are some common questions that you might get asked, along with the answers that you should provide to those questions:

Q. How long are dogs and cats kept at the shelter?

A. The time varies, depending on the situation. If a dog/cat is picked up as a stray and brought to the shelter, state law requires that it is held for 72 hours, before it is either made available for adoption, or humanely euthanized. This time period is to allow time for the owner of the animal to reclaim it. If a dog or cat is surrendered to the shelter by its owner, it can be made available for adoption immediately after it passes certain tests and receives vaccinations.

Once the stray holding period is up, the animal is made available for adoption, unless it has been determined by shelter staff that it is not an adoptable animal and must be humanely euthanized. If the decision is made to make the dog/cat available for adoption, it may be kept at the shelter for several days or several months—depending on available space, the need for and availability of temporary foster care, the animal's health and/or how the animal reacts to the shelter environment.

Q. How much does it cost to adopt?

A. Adoption fees vary, depending on the type of animal.

Q. Are the animals spayed/neutered?

A. Yes! State law requires that all pets adopted from a shelter be spayed/neutered before they are released from a shelter to a new home.

Q. Are the dogs/cats vaccinated?

A. Dogs: All dogs at the shelter are given a DHLPP vaccination.

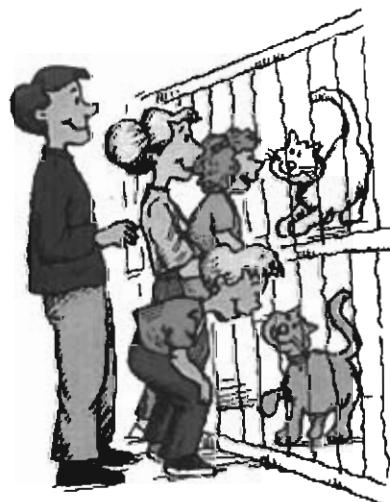
Cats: All cats receive a FVRCP vaccination.

Q. What if the dog/cat we adopt does not work out in our family?

A. Adopting a pet is a very important decision. Anyone considering adopting a pet should first give serious thought to their readiness for a new pet and if they can provide a good home for that pet. They should think about whether or not their lifestyle, time availability, other pets in the home, children in the home, space for the pet to live, ability to pay for the cost of pet food, supplies, and veterinary care, etc. will provide the pet with a safe, healthy and loving home for the rest of its life!

If the family wants to adopt a dog, and they already have another dog(s) in the family, it is recommended that they first bring their dog(s) to the shelter to meet the new dog and see if they get along. If the family has questions about the pet's health or behavior after the adoption, they can call CCAS.

However, if for some reason the pet does not work out, it should be returned to the shelter. If the pet is returned within 7 days after the adoption, all fees will be refunded. There is no refund if the animal is returned after 7 days.





Carson City Animal Services

3770 Butti Way

Carson City, Nevada 89701

Dear Prospective Junior Volunteer:

Thank you for your interest in volunteering for Carson City Animal Services! We have some specific jobs designed just for someone your age. Here they are:

- ✓ **Collect** some things you may have at your home and don't need anymore, and bring them to the animals at the shelter. Some of the main things the cats and dogs need are:
 - Dog Kong Toys-for dogs to play with
 - Cat Toys & round fleece cat beds
 - Collars and Leashes—for small, medium and large dogs, and for cats
 - Canned cat food
 - Chew toys for dogs
 - Blankets-for the dogs to lay on
 - Towels-to dry off the dogs after their bath
 - Peanut Butter—to put inside the Kong toys
- ✓ **Assist** with special adoption events at the shelter.
- ✓ **Help** exercise dogs or socialize with the cats (A parent/guardian or an adult appointed by your parent/guardian must be with you to supervise, and must be an approved shelter volunteer).
- ✓ **Talk** to your friends, teachers and family about coming to Carson City Animal Services first when they want to adopt a pet.

Please complete the enclosed application and release form and return it to Human Resources at City Hall 201 N. Carson St, Carson City, Nevada. 89701. If you would like to come and visit the shelter, please call me and we can arrange a tour for you and your family/friends.

Thanks again for your interest in the animals and support of our shelter!

Sincerely,

Tonya Ruffner
Volunteer Coordinator
(775) 887-2171 ext 7557

CARSON CITY ANIMAL SERVICES

VOLUNTEER APPLICATION

Junior Volunteer (10yrs - 18yrs)

Personal Information

Name _____ **Date** _____

Address _____

City/State/Zip _____

Daytime Phone _____ **Evening Phone** _____

Birth date _____ **EMAIL** _____

Describe your experience working with animals:

Describe any special skills/talents you would like to put to use as a volunteer:

Do you have pets at home? _____ Yes _____ No

If yes: 1. Type and number: _____

2. Are they altered? _____ Yes _____ No

3. Are they up-to-date on their vaccinations? _____ Yes _____ No

4. Are they in good health? _____ Yes _____ No

If you responded **No** to any of the questions 2-4 above, explain:

We require that all pets at home are up-to-date on their vaccinations and in good health to reduce the possibility of you transmitting disease between the shelter and your own animals.

Volunteer Activity Information

Please describe any of your previous volunteer experience (e.g. organization, type of volunteer work):

If you plan to work directly with the animals, you must have an adult to volunteer with you. This adult must also complete a volunteer application, attend a volunteer orientation and be an approved volunteer.

Please tell us who will be your volunteer chaperone:

Name _____ **Relationship** _____

Phone _____

Emergency Contact Person

Name _____ **Relationship** _____

Phone: _____

VOLUNTEER RELEASE FORM

Junior Volunteer (age 10-18)

1. I, the undersigned, agree to release, discharge, indemnify and hold the Carson City Animal Services (CCAS) harmless for any and all loss or damage to personal property belonging to the child in my care while performing services for the CCAS in a voluntary capacity.
2. I recognize that if my child will be handling animals while performing services in a voluntary capacity for the CCAS there exists a risk of injury, including personal physical harm. On behalf of myself, the child's heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless the CCAS, its agents and employees from any and all claims, causes of action or demands, or any nature or cause connected with my Volunteer Agreement and service.
3. I understand that public relations are an important part of volunteering at the CCAS. I therefore agree on behalf of the heirs, personal representatives, and executors of the child in my care, to allow the CCAS to use any photographs taken of the child in my care for use in public relations efforts.
4. I give _____ permission to supervise my child during volunteer activities.

I ACKNOWLEDGE THAT I HAVE READ AND FULLY UNDERSTAND THE TERMS AND CONDITIONS OF THE RELEASE FORM.

Name of Junior Volunteer _____

Birthdate _____

Name of Parent/Guardian _____

Signature of Parent/Guardian _____ Date: _____

Are you available to be present with and supervising your child at the shelter during the hours of his/her volunteer service?

____ Yes ____ No

**CARSON CITY
ANIMAL SERVICES
VOLUNTEER AGREEMENT**

I have read and understand the Volunteer Handbook, and agree to follow CCAS and Volunteer Policies and Procedures at all times while performing my duties as a volunteer of Carson City Animal Services.

Printed Name

Signature

Date

E-mail Address

EMERGENCY CONTACT INFO

Emergency Contact Name:

Emergency Contact Phone:
