

SMITH COUNTY ANIMAL SHELTER

VOLUNTEER HANDBOOK



MISSION STATEMENT

Our mission is to enhance the public's health and safety by providing comprehensive education and exemplary service to the citizens of Smith County and their pets, while also reducing the population of homeless and needy animals within Smith County.

THE VOLUNTEER PROGRAM

Smith County Animal Shelter

RULES AND RESPONSIBILITIES

I. Conditions of Volunteer Service

- A. All work products, attendance, issues and performance indicators are subject to constant review by the Shelter throughout the volunteer's service time.
- B. Volunteers shall keep confidential all information concerning the Shelter or the affairs of any person having contact with Smith County Animal Shelter.
- C. Volunteers shall perform the duties assigned to them professionally and courteously.
- D. Volunteers should follow the reporting procedures explained by the volunteer's supervisor.
- E. Volunteers shall follow all Shelter policies and procedures and are subject to corrective action, up to and including dismissal from volunteer service.

II. Assignments and Supervision

- A. Volunteers shall report to their assigned work site promptly, notifying the Shelter Volunteer Supervisor of their arrival.
- B. The Supervisor will determine tasks the volunteers are to perform and shall provide training as necessary.
- C. The Smith County Volunteer Coordinator will act as a mediator between volunteers and staff if needed.
- D. The Shelter Volunteer Supervisor shall ensure that the volunteers treat the public and shelter personnel in a courteous and professional manner.

III. Volunteer Hours

- A. Volunteers should specify which days and hours they can work and accept only the amount of work they can effectively accomplish.
- B. Volunteers should be dependable and report for scheduled volunteer hours promptly.
- C. If a volunteer has not reported any hours worked for a period of 60 days, he/she will be contacted by the Shelter Volunteer Supervisor by phone or email to determine the reason no hours were reported. If a volunteer cannot work any hours at the time of contact, an expected return date will be established and recorded.

IV. Volunteer Responsibilities

- A. Volunteers are expected to dress appropriately and in compliance with the dress code policy of the Shelter. Closed-toe shoes and pants are encouraged.
- B. Volunteers are required to keep the Smith County Volunteer Coordinator and the Shelter Volunteer Supervisor informed of their current home address, mailing address, email address and phone number(s) to maintain rosters, mailing lists and personal information.
- C. The Volunteer will be courteous and respectful when dealing with the public, Shelter personnel and any other Smith County departmental personnel.
- D. Volunteers are expected to obey all rules, regulations and procedures of the Shelter and/or other Smith County agency where assigned to volunteer.
- E. Volunteers shall not interfere with any law enforcement action in the area where assigned.
- F. Volunteers should notify the Shelter Volunteer Supervisor when they are unable to work scheduled time, in advance if at all possible.
- G. Volunteers shall follow all sign-in procedures and record hours worked as instructed by the Shelter Volunteer Supervisor.

V. Policies and Procedures

- A. Volunteers are expected to familiarize themselves with all rules, regulations and procedures of the Smith County Animal Shelter and/or any other location where assigned.
- B. Volunteers shall follow the chain of command to resolve issues or conduct any county business.
 - 1. The **Shelter Volunteer Supervisor** is the immediate supervisor of the Volunteer. This Supervisor is also the first link in the chain of command.
 - 2. Next in the chain is the **Shelter Coordinator/Supervisor**.
 - 3. Then, the **Smith County Volunteer Coordinator**.
- C. A volunteer who leaves the program shall return all Smith County issued property.
- D. A volunteer shall not incur any debts in the name of the Smith County Animal Shelter or any other Smith County agency/department.
- E. A volunteer shall be held liable for any intentional or negligent damage or loss of County equipment.
- F. A volunteer shall not report for duty in an intoxicated condition, with an odor of alcohol about their body or drink intoxicating liquors while on duty.
- G. Volunteers shall not violate any law of the United States or the State of Texas.
- H. Volunteers shall not give the appearance of inattention or neglect while performing their volunteer duties.
- I. Any violation of the rules is sufficient grounds for dismissal from the Volunteer Program.
- J. If a volunteer is involved in any of the following they are required to immediately notify the Shelter Volunteer Supervisor:
 - 1. Accident involving injury
 - 2. Destruction of County property, evidence or information

VOLUNTEER PLEDGE

Believing that the Smith County Animal Shelter needs my services as a volunteer, I offer the following:

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.

I will conduct myself with dignity, courtesy and consideration.

I will be courteous and respectful to all Smith County employees at all times.

I will take any problem, criticism or suggestion to the Volunteer Coordinator.

I will respect and keep confidential all information which I may learn, directly or indirectly, concerning any duty, business or affairs of any person who may have contact with the Smith County Animal Shelter and/or any other Smith County agency where I might perform volunteer duties and I will not seek any such information.

I will endeavor to make my work of the highest quality.

I will uphold the traditions and standards of the Smith County Animal Shelter and/or other Smith County government agencies and convey them to the community when appropriate.

Volunteer Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Cell Phone: _____ Home Phone: _____

Volunteer Signature: _____ **Date:** _____