



# Volunteer Manual

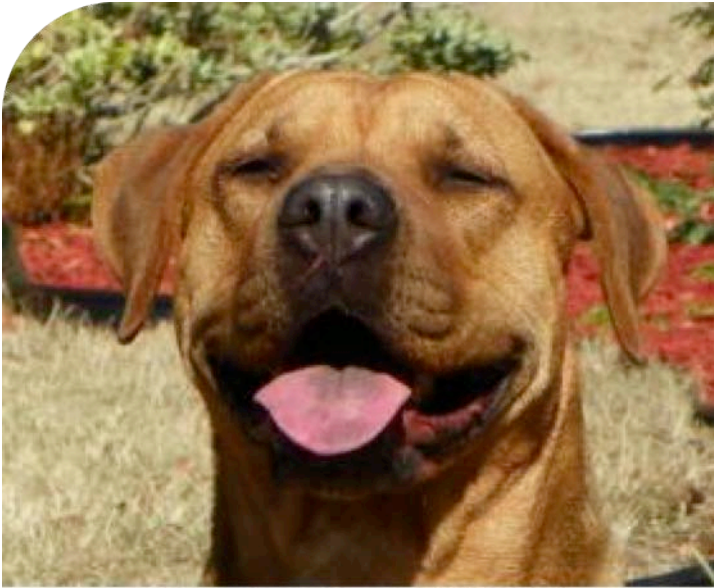
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"A Home, Until They Find a Home."

2913 County Road 220  
Middleburg, FL 32068  
(904) 276-7233

The Safe Animal Shelter is a charitable tax-exempt organization under the Internal Revenue Code. Every contribution is tax deductible to the fullest extent of the law. 100% of the contribution goes directly to the shelter. No outside solicitor is paid for any part of this contribution. We are a Florida registered 501(c)(3) corporation.

Our Florida registration number is 20-070012291-85c.



**Ladybird 10659**

Welcome to the Safe Animal Shelter Volunteer Program. We look forward to having you join our team of dedicated volunteers and staff.

Outlined in this manual are the general policies and procedures of the Safe Animal Shelter as they pertain to the volunteer program.

The Safe Animal Shelter relies on our volunteers and their dedication and hard work to keep up the standards of the shelter. Our goal is to ensure the animals are comfortable and happy during their stay with us. With the help of many we are able to do just that.

Thank you for sharing your time, talent, expertise, and compassion to benefit animals in need.

Thank you,

Patti O'Brien  
Volunteer Coordinator



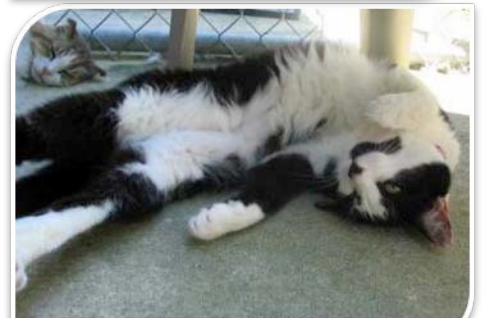
**Boyfriend 1111**



**Daisy 11175**



**Ice Cream 10550**



**Sassie 10400**



**Yukon 11144**



## Safe Animal Shelter History:

The Safe Animal Shelter was established in 1991 as a no-kill facility in Clay County. Originally a part of the Clay County Humane Society, we became a shelter for stray, lost, and homeless dogs and cats.

Safe Animal Shelter has housed thousands of dogs, cats, puppies, and kittens throughout the years and placed pets into loving, permanent homes thanks to the hard work and dedication of staff and volunteers. At Safe Animal Shelter no animal is euthanized due to lack of space. Each animal taken into the shelter is cared for as long as necessary and ensured they have the best quality of life until adopted.

## Important Information:

### Hours of Operation:

Monday - Wednesday - 11:00 a.m. - 5:00 p.m.

Friday & Saturday - 11:00 a.m. - 5:00 p.m.

*\* We are closed on Thursday & Sunday \**

### Holidays/Closed to the Public:

New Year's Day, Memorial Day, Independence Day, Labor Day, Halloween, Thanksgiving, and Christmas

**Adoptions:** Applications taken daily

### Contact Us:

Office - 904-276-7233

Fax - 904-276-7333

E-mail: [safeanimalshelter@bellsouth.net](mailto:safeanimalshelter@bellsouth.net)

To provide a temporary safe haven for abused, abandoned, lost, and unwanted cats and dogs until adopted into a permanent home and to advocate spay/neuter as the only means to control over population.

- Mission Statement

## Volunteer Information

Volunteers are an essential part of our team. Without volunteer support, Safe would not be able to help the number of animals who need help.

Safe offers a variety of volunteer opportunities. The volunteer coordinator assists in matching volunteers' choices with tasks to best serve the shelter.

### Volunteer Services Include:

1. Laundry
2. Dishwashing
3. Kennel & Cattery Cleaning
4. Socializing Cats
5. Walk Dogs
6. Transport Animals to Appointments
7. Front Desk - Receiving Guests
8. Answers Phones
9. Fund Raising
10. Events

### Qualifications

Volunteers must be at least 21 years of age. All volunteers must sign a waiver agreement prior to starting. They must show a genuine concern for the welfare of the animals and possess a willingness to work hard, get dirty, and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, and team oriented. He or she must have the ability to meet assignments promptly, reliably, and with flexibility.

Volunteers who work in direct contact with the animals must exhibit a willingness to learn about the animals and how to properly interact with them. They must be able to react quickly to avoid any mishaps between animals and people.

## Requirements

Volunteers must complete a basic orientation session as scheduled by the Volunteer Coordinator before reporting to their first assignment.

Orientation provides a brief overview of the Safe Animal Shelter policies, guidelines, services, and volunteer opportunities. We accept completed applications, register volunteers, and ask volunteers to purchase a t-shirt to be worn while volunteering. Orientation is held once a month. Please inquire at Safe's front desk for more information.

New volunteers must successfully complete 10 service hours at Level I before moving up to Level II jobs. Volunteers wishing to advance to Level III tasks will be expected to complete an additional 10 service hours and will receive specific training by shadowing a staff member first.

## Dress Protocol

As a volunteer, you are a representative of the Safe Animal Shelter just as a paid employee would be. We require that you wear a volunteer t-shirt while on the property for identification purposes. It is required for you to wear long pants and closed-toe shoes with good traction.

## Scheduling & Time Commitment

Volunteers will be asked for a specific day/time of the week that they would like to participate at the shelter. Several Level I & II tasks are flexible and do not require a set schedule. However, we do ask for a commitment for some of the Level II & III tasks.

Once you have agreed to be available for a particular shift, we count on you to be there. In the event that you are unable to be at your assigned shift for heartworm treatment, front desk duty, or off-site adoption events please call the Volunteer Coordinator as soon as possible so we can arrange for a replacement.

## Signing In

Volunteer hours are very important. The shelter relies on each volunteer to sign in and keep track of his or her hours. There is a separate folder and sign-in sheet for each volunteer in the front office. Volunteers will also find an announcement board above the sign-in desk with updated information pertaining to the weekly news at the shelter. A brief explanation will be given at the orientation with regards to the sign-in procedure.

*Student volunteers have a different set of requirements. Please refer to the back of this brochure for that information.*

## Level I Volunteer Services

Services at this level are needed daily and are key to maintaining efficient shelter operations. Volunteers may select tasks and variable commitment time.

*After 10 hours at this level you will be eligible to move to Level II services.*

### **Dishwashing:**

Washing pet bowls with bleach/detergent mixture.

### **Laundry:**

Hanging wet laundry on the lines, folding dry laundry and placing it on the proper shelves.

### **Floors:**

Sweep and mop the front reception area and visiting room, as well as sweeping the outside sidewalks.

### **Windows:**

Clean windows and glass in the shelter with Windex, wipe down the walls, doors and door handles with bleach/detergent mixture. The chairs and the shelves in the reception need wiping as well.

### **Transportation Carriers:**

Hose out the used carriers and rinse with bleach/detergent mix, rinse again with clean water and stack on side patio to dry.

### **Transport Dogs & Cats:**

Must have reliable transportation. Please call 24 hours in advance if you are scheduled to transport but cannot make it. Counts as 1 hour each way.

### **Food Closet:**

Dust and sweep the food storage area, relocate food donations from the hallway and reception area to shelves in closet.

### **Water Bowls:**

Fill bowls in kennels, cat rooms, and stainless steel cages. Be sure to fill bowls completely to the rim. Watering cans and faucets are located in the kennel area.

### **Dog Toys:**

Pass out one toy per dog. The toys are located in a bin in the utility hall.

### **Cat Socializing:**

Brush and sit with the cats in the cattery rooms. It's very important to use a different brush for each room. Give the cats special personal time and attention. Get them used to people.

### **Clerical:**

Assemble adoption folders and make copies of inserts for folders. Update the "Lost & Found" board by calling owners to see if they have found their missing pets or found their pet's owner. This is done approximately every two weeks. Please date your calls so we know how old the listing is. Also, call the listings on our "Free to a Good Home" board.

## Level II Volunteer Services

Services at this level include both daily and occasional needs. Volunteers may select tasks and variable commitment times.

*After 10 hours at this level you will be eligible to move to Level III services.*

### Lawn Care:

Mow grass, use weed eater. If mowing/weed eating in and around exercise yards, make sure there are no dogs present.

### Wash Dishes:

When there are dirty dishes in the sink, empty food into trash, and clean with scrub brush. Fill sink with dish soap, hot water, and small amount of bleach. Rinse dishes thoroughly and place on counter to dry or dry by hand.

### Laundry:

There's always laundry to be done! Just shake out the laundry first. Please wash similar colors and items together being sure not to overload the washers. Use 1 cup of detergent and 1 cup of bleach with each load. Use dryers for light items and hang heavy or thick items out on the lines to dry. Be sure to clean lint traps between dryings.

### Brush Dogs:

Please ask kennel staff which dogs are in need of brushing/socializing. Always use a clean brush and take dog out to park area for brushing. Be VERY CAREFUL not to interact with the dogs that are being walked.

### Stainless Steel Cages:

Ask a staff member which cages need cleaning. Remove all items from cage. Place towels, toys, and bowls in laundry room sink. Throw away all debris and newspaper. Thoroughly wipe all 6 sides of the cage with soap and bleach solution, paying special attention to the door. Line the cage with fresh newspaper. Put clean items into cages with fresh water, toys, and beds. This task is usually done between 9:00 a.m. and 10:00 a.m. daily.

### Sitting with Dogs:

Ask a staff member which dogs need some special attention. Go into the dog's kennel and begin by petting the dog and getting him/her acquainted with you. You may also take the dog into a quiet room (if available) to brush and play. **Never put your face into the face of the dog.** Please use common sense and always be smart!

### Dry Kennels:

Take 2 towels, 1 to dry the floors with and 1 for the dog beds. Must use separate towels for each. Wipe the floors in each kennel and wipe down the beds and place back on the floor. Lastly, aim large floor fans on kennels to assist with drying.

### Offsite Adoptions:

Sit with senior volunteer as a shelter representative at various offsite adoption events. You will be answering questions and showing shelter residents.

## Level III Volunteer Services

Services at this level include all the needs of the shelter. Volunteers will be required to commit to a set schedule. Volunteers will also be required to shadow a staff member in order to learn these tasks.

**Walking/Bathing Dogs**

**Heartworm Treatment Transporting:**  
2-hour commitment at 8:00 a.m. on Mondays & Tuesdays

**Front Desk Reception**

## Shelter Adoption Procedures

Much of the emphasis as an animal shelter is placed on adoptions. The goal is to find permanent, loving homes for each and every animal. Safe Animal Shelter does not "sell" animals, nor is the adoption donation the price of the animal.

The shelter animals are released into the lifelong care of responsible, loving homes after an application and screening process. Adoption fees help defer the cost of housing and care for the animals in the shelter. The adoption fee offsets only part of the actual cost of services provided for each animal. Adoptions are made to approved homes only. The application process takes approximately 2 business days. Applications are not first come, first serve and we do not do "same day adoptions."



### **Dog Adoption Fees: \$120.00**

Includes DA2PPV, Bordetella, Heartworm test/treatment, microchip implant/registration, spay/neuter, and rabies vaccination if appropriate.



### **Cat Adoption Fees: \$85.00**

Includes FRCP, Felv/Fiv test, spay/neuter and rabies vaccination, if appropriate. Microchip implantation and registration is available upon request by the adopter for an additional \$10 fee.

### **Owner Reclaims:**

All strays are held for at least 5 days in order to give owners a chance to reclaim their pet. Proof of ownership via vet records is required for reclaims. The owner must pay boarding fees and cover our medical costs for the animal.

## Student Volunteers



### Applications:

Students must submit a shelter volunteer form complete with a parent signature on the liability portion of the application. Three emergency phone numbers must also be listed along with any special conditions applicable, e.g. allergy to chlorine bleach.

Students may volunteer to perform community service hours if a Level III volunteer is available to supervise him or her. Staff will not be able to supervise.

### Assignments:

Student must report to a supervisor immediately upon arrival at the shelter and before transportation leaves to make sure of the days schedule. It is important that the student and supervisor check with each other periodically after work has been assigned. It is imperative that the student informs the supervisor when a parent has arrived to take him or her home. At no time should a student leave Safe while not in the company of either a parent or supervisor.

### Hours:

The volunteer supervisor will be responsible for keeping a record at the shelter of hours served by the student. There may also be a school record of hours to stay in the student's possession. At the completion of service, the supervisor may be asked to provide the student's school sponsor with a letter of performance. This is usually a glowing report because students are excellent volunteers and are assets to Safe and the community.

### Attendance:

A student must notify Safe if he or she is unable to work as scheduled in as much time in advance as possible. A supervisor will provide the student with at least one contact number. Failure to notify for 3 times will be assumed as a lack of commitment. The student's spot will be made available to another on the waiting list.

# VOLUNTEER APPLICATION



2913 County Road 220, Middleburg, FL 32068

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Employer: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Address: \_\_\_\_\_

In consideration of The Safe Animal Shelter, accepting my application for participation in volunteer programs, I agree to release and hold harmless SAS from and against any and all loss, damage, claims, liability, costs, and expenses of any nature whatsoever, including without limitation attorneys fees and disbursements, arising from or occasioned by my participation in SAS programs. I understand there are certain risks inherent in handling animals and I accept those risks. I understand if an accident or injury should occur, no matter how minor, that I will notify SAS staff immediately and seek any medical attention utilizing my own medical insurance.

I agree that SAS may photograph my participation in this program, and I hereby release any such photographs to SAS for use in its programs, publications, and purposes.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_