

City of **Noble**
Oklahoma

NOBLE ANIMAL WELFARE VOLUNTEER HANDBOOK



Noble Animal Welfare

115 N 2nd/PO Box 557

Noble, OK 73068

405-872-9251

WELCOME

Welcome to the City of Noble Animal Welfare Shelter! Giving your time is one of the best things you can do for the animals at our shelter. We rely on you to help us continue to provide the highest level of care for the animals.

Volunteering at the shelter will not only be rewarding for you but for the animals. We need you to work together with us to find good homes for every healthy and behaviorally sound companion animal and to save all dogs and cats that can be medically treated and behaviorally rehabilitated.

This manual outlines our general shelter policies as they pertain to the volunteer program. Feel free to ask questions. All questions are important, please do not hesitate to ask. We depend on you to be an advocate in our community and educate your friends and family on issues that affect the lives of shelter pets everywhere. You can make a difference to the animals in our community!

We look forward to working with you. Thank you for joining us.

Casey Cottrell

Chief of Police

Mission

To provide humane care to the unwanted or abandoned pets and to assist the participating entities in enforcing state law and local ordinances, and to otherwise serve the citizens of Noble in a cost effective manner.

Vision

To save every healthy and behaviorally sound companion animal. To save all dogs and cats that are medically treatable and/or can be behaviorally rehabilitated.

I. PURPOSE

The purpose of this policy is to establish guidelines and information for volunteers supporting the Noble Animal Welfare (N.A.W.) operation and special projects.

II. POLICY

The volunteer program will be administered by the Noble Animal Welfare (N.A.W.) Officer and N.A.W. Employees; and staffed by individuals desiring to perform such a service. It will be the policy of N.A.W. to utilize qualified individuals for all possible tasks or functions, except those which legal requirements and/or elements of danger make such involvement impractical. Therefore, certain guidelines have been developed to ensure security, confidentiality, and safety.

III. PROCEDURES

A. Selection of Volunteers

1. Prospective Volunteers must complete the Noble Animal Welfare Volunteer Application Form.
2. Selection of appropriate volunteers will be based upon the needs of N.A.W. and the indicated ability of individual applicants to meet those needs.
3. The N.A.W. Officer and the Chief of Police will review applications and schedule interviews as needed.

B. Qualifications for Volunteers

1. The volunteer program is designed to meet the needs of the N.A.W. Volunteers must be willing and able to support the philosophy, policies, and procedures of the N.A.W.
2. Volunteers must be at least eighteen (18) years of age.
3. Volunteers must submit a liability agreement, acknowledgement, and release form.
4. Volunteers must indicate by signature that they have received a copy of the Volunteer Handbook and the policy governing volunteers.
5. Volunteers shall sign a statement attesting that they have never been convicted of animal cruelty, neglect, or abandonment.
6. Volunteers serve at the pleasure of the City of Noble.

C. Work-Schedule of Volunteers

1. The schedule for volunteers will remain flexible to accommodate regular employment and other commitments.
2. Volunteers must sign in and record their hours on a volunteer time sheet each time they provide volunteer service.
3. Volunteers may go out to the shelter during normal operation hours only when staff is present.

D. General Rules and Policies for Volunteers

1. Volunteers shall conduct themselves in a professional manner at all times and abide by department policies and procedures for conduct in the workplace.
2. Volunteers must dress appropriately for the conditions and performance of their duties. Volunteers working in the Shelter must wear closed shoes (preferably non-slip, athletic shoes) for safety purposes and are encouraged to wear long pants.
3. Volunteers are representatives of N.A.W. and like paid employees are responsible for presenting a good image to the citizens and other community members who visit the shelter and therefore, must maintain a neat, clean appearance.
4. Volunteers are not allowed to take unauthorized persons to the shelter without prior authorization.
5. Volunteers shall maintain the confidentiality of N.A.W. activities. Volunteers may not discuss any of the civil or criminal transactions that take place at the shelter without prior authorization. These transactions include, but are not limited to:
 - a. Animal impoundment
 - b. Prior animal owner's information
 - c. Complainant information
 - d. Criminal history
 - e. Court cases
6. All requests received by a volunteer for any such information shall immediately be directed to the N.A.W. Officer or designee.
7. Volunteers shall comply with appropriate supervision.

E. Duties

Volunteer Duties may include but are not be limited to:

- Cleaning Cages and Kennels
- Providing food and water for the animals
Unless otherwise indicated by the animals' kennel card, volunteers will ensure that all animals have water at all times, and if necessary, may assist in feeding the animals
- Washing food and water bowls
- Laundry, floor washing, and general housekeeping
Volunteers will assist in ensuring the shelter is kept clean and organized
- Animal Bathing and Grooming
If the volunteer wishes to assist in cleaning the animals in the shelter, they can bath the animals. Volunteers may only groom animals after the stray hold is complete. The AWO may have to document and save clippings from an animal for evidence.
- Dog exercising

Volunteers may take identified dogs for walks around the Shelter or play in the designated fenced-in area which serves to exercise, socialize and keep dogs in good mental health during their stay at the Shelter. Volunteers will be trained in acceptable methods of basic command training (sit, stay, down.) Volunteers are responsible for leashing the dog, removing the dog from its kennel, maintaining complete control over the dog for the entire walk and putting the dog back in its kennel.

- Assisting with Special Events
Assisting with coordination of event; assisting with advertising event, assisting on event day; assisting with a variety of duties related to each event.
- Notifying the N.A.W. Officer of issues in the shelter
Volunteers will notify the N.A.W. Officer of issues through kennel cards, note board at the shelter, email, or by contacting the dispatcher in case of emergencies.
- Other duties as assigned

F. Staff Conduct with Volunteers

The volunteer program is designed to allow the N.A.W. to benefit from the service of citizens who wish to make a contribution to the welfare of animals and to the community. It allows the N.A.W. to achieve goals that would not be possible through the sole use of staff.

1. Staff shall treat volunteers with courtesy and answer their questions and inquiries in a professional, caring, and informative manner.
2. Staff shall cooperate with volunteers in the proper performance of their duties for the good of the N.A.W. and the welfare of the animals.
3. It shall be the duty of all staff to advise the Chief of Police of any violation of policy or procedure by any volunteer.

G. Resignation/Termination of Volunteer

1. N.A.W. reserves the right to terminate any volunteer if:
 - a. It becomes apparent that the individual no longer meets the needs of the N.A.W.
 - b. The volunteer fails to abide by the rules and policies of the N.A.W.
 - c. The volunteer fails to follow instructions or otherwise impedes staff in the performance of their duties.
2. When a volunteer resigns or when he/she is terminated, the volunteer shall return any issued N.A.W. property to the N.A.W. Officer.

Noble Police Department Policy on Volunteer Disciplinary Procedures/Termination

If a volunteer has a personnel complaint made against him/her or becomes involved in an internal investigation, the matter shall be investigated in compliance with the Personnel Complaints Policy.

Volunteers are considered at-will and may be removed from service at the discretion of the Chief of Police, with or without cause. Volunteers shall have no property interest in their continued appointments. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity solely to clear his/her name through a liberty interest hearing, which shall be limited to a single appearance before the Chief of Police or the authorized designee.

Volunteers may resign from volunteer service with the Department at any time. It is requested that volunteers who intend to resign provide advance notice and a reason for their decision.



City of Noble Oklahoma

Dear Potential Volunteer:

Thank you for your interest in working with the Noble Police Department, Noble Animal Welfare. We are still in the process of building our volunteer program and look forward to the opportunities to work with our community.

There are a few different volunteer opportunities to choose from:

Assisting in caring for the animals in the shelter

Assisting at an event

Assisting in collecting donations

To be eligible to be a volunteer you must first fill out the volunteer application. When it has been completed you can turn it in to our dispatch center at the Police Department. Once the application has been received, a background check will be conducted. After the background check is conducted, we will get in touch with you. If you are accepted as a volunteer, we will schedule a time for you to come in and receive orientation.

Again, thank you for your interest in our volunteer program. If you have any questions, please do not hesitate to contact the Noble Animal Welfare Officer.

Sincerely,

Jared Cox
Noble Animal Welfare Officer
nobleaco@yahoo.com
405-872-9231

Volunteer Application

Please print clearly and fill out the application in its entirety

Name (first, middle, and last) _____

Home Address _____ Apt/Suite _____

City _____ State _____ Zip _____

Phone Numbers Cell _____ Home _____ Work _____

Preferred method of communication (please circle): Cell Home Work Best time to call _____

Male () Female () Date of Birth _____ Driver's License _____

Email _____

Employer _____ Position _____

Work Address _____

City _____ State _____ Zip _____

What days would you be able to volunteer for? Mon Tues Wed Thur Fri Sat Sun

Why are you interested in volunteering with the Noble Police Department/Noble Animal Welfare? _____

If this is for Community Service, how many hours are you needing and by what date? _____

If this is for Community Service, what agency/organization is this for and reason? _____

NPD/NAWO USE ONLY

Received _____ Background Check _____ Contacted _____ Interview _____

Have you ever volunteered for other organizations? Yes No (if Yes continue below)

Organization Name: _____

Describe Volunteer service below:

Please describe any work or personal experience you think might be relevant to our program:

Please Circle any of the skills/roles that you would be willing to do

Dog Enrichment Cat Enrichment Photography Fostering Rescue Coordination
Transportation Laundry Grooming Yard Maintenance Special Events

Have you ever been charged with or convicted of the following:

- a) Felony? Yes No
- b) Any crime involving a sexual offense, an assault or the use of a weapon? Yes No
- c) Any crime involving the use, possession or the furnishing of drugs or hypodermic syringes?
 Yes No
- d) Reckless Driving, operating a motor vehicle while under the influence, or driving to endanger?
 Yes No
- e) Any crime involving animals (cruelty, neglect, allowing to run at large, ect..)? Yes No

If you answered Yes to any of the above five items, please explain. _____

Do you have any health conditions that may limit your participation? Yes No

If Yes, please explain. _____

Release for Volunteer Service

I, _____ being of lawful age, understand that I am not an employee of the City of Noble. I am not entitled to payment for services rendered, nor am I entitled to compensation of fringe benefits. I further acknowledge that I am a volunteer for purposes of the Fair Labor Standards Act.

I further understand and agree to release and hold harmless the City of Noble, including the Noble Police Department, the Noble Animal Welfare Officer(s), and any and all personnel or agents working for the City of Noble in connection with the volunteer work from any liability which may arise from future claims and causes of action for damages, loss, injury, or suffering known or unknown, resulting to myself or to personal property which may be or is hereafter sustained as a result of my volunteer work.

I understand there are dangers associated with working hands on with animals. I understand Noble Animal Welfare will advise me of any negative behaviors from the animals before I volunteer but understand that not all animals' actions can be predicted. If I am not comfortable handling an animal or if an animal shows any signs of aggression towards me, I will not try to handle it and quickly advise the Animal Welfare Officer. I also will not remove any animal from the shelter without permission of the Animal Welfare Officer beforehand.

I agree that the Noble Animal Welfare Officer and/or the Noble Police Chief may terminate my volunteer hours at any time.

Printed Name of Volunteer

Phone Number

Address

City,State,Zip

Date of Birth

Email Address

Signature of Volunteer

Date

Chief of Police

Date

Animal Welfare Officer

Date